



Annual Report

FY 99-2000

DEDICATED TO THE LATE JUDGE FRANK M. JOHNSON, JR.

ALABAMA DEPARTMENT OF MENTAL HEALTH AND MENTAL RETARDATION



The Honorable Don Siegelman
Governor
State of Alabama



DON SIEGELMAN
GOVERNOR

STATE OF ALABAMA

**DEPARTMENT OF MENTAL HEALTH
AND MENTAL RETARDATION**

RSA UNION BUILDING

100 N. UNION STREET
POST OFFICE BOX 301410
MONTGOMERY, ALABAMA 36130-1410



KATHY E. SAWYER
COMMISSIONER

The Honorable Don Siegelman
Governor
State of Alabama
State Capitol
Montgomery, AL 36130

Dear Governor Siegelman:

It is with great pride and pleasure that I present to you the annual report for the Department of Mental Health and Mental Retardation for the period October 1, 1999 to September 30, 2000. Of course, the highlight of this fiscal year was the settlement agreement in the Wyatt case, the longest-running mental health lawsuit in the nation. Myself and all Alabamians, especially those with mental illness, mental retardation and substance abuse problems (and their families), owe a tremendous debt of gratitude to you and your administration for committing your time, energies and resources to settle a case that had become such a drain on state coffers, as well as prolonging our attempt to modernize outdated attitudes and preconceived notions regarding the rightful place of mental health consumers in the lives of Alabama communities.

The signing of the settlement agreement in January 2000 marked the beginning of a long and arduous journey for our department and its stakeholder organizations, as we organized and brought together 13 teams of dedicated professionals, advocates, consumers and family members to develop plans to comply with terms of the settlement. Their hard work resulted in an overall implementation plan that actually laid down tracks toward our mutually adopted vision for 2003.

I am extremely proud of our staff, which, although continuing to decline in total numbers due to retirements and other factors, heroically maintained ongoing projects and programs, began implementation of the crucial efforts tied to the Wyatt plan, and, with outstanding success, assumed the added responsibilities of implementing Alabama's new approach to budget based management. To help shore up employee morale and encourage continued motivation, the department focused attention on their unique needs and concerns, offering intense diversity training and piloting 12-hour workweek schedules among direct care employees.

Next year holds such promise for our department's various constituencies, and much opportunity for our dedicated work force, as well. As efforts get underway to implement terms of the Wyatt settlement agreement, we know that we can continue to depend on this administration to support our success in fulfilling all of our commitments.

Sincerely,

Kathy E. Sawyer
Commissioner

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The Annual Report is edited and published by the Office of Public Information and Community Relations. For additional information, please call (334) 242-3417 or visit the department's website, <http://www.mh.state.al.us>

Dedication

by Amy Hinton

Alabama owes a great debt to Judge Frank M. Johnson for his courage and his willingness to adhere to principle, even when it was extraordinarily difficult to do so. The hills of Winston County, an area known for its legendary independence, produced one of the greatest legal minds of the 20th century and the premier legal and constitutional scholar to ever hail from this great state. He would draw on the independence of those Winston County roots with every stroke of his mighty pen, every order issued to challenge the status quo, every protection extended to the state's most vulnerable, most mistreated and most disenfranchised citizens.

Judge Johnson experienced the devastation of threats of violence and personal injury to his immediate family, withstood the attempted firebombing of his mother's home knowing that he was the intended target, bore the brunt of the general public's scorn and derision, and suffered the humiliation of being publicly insulted and degraded by many elected officials. Still, he stood behind his rulings. Johnson sought to remove the bloody stains of racism and the vestiges of Jim Crow from our public facilities during the turbulent 1950s and 60s, refusing to condone and enable a repressive and cruel social caste system. A decade later, he would reform the state mental health system by guaranteeing people with mental illness and mental retardation, for the first time, a constitutional right to appropriate treatment by

qualified personnel in a humane, dignified and safe environment. The late 1970s and the 1980s would find Frank Johnson addressing the abysmal and horrifying conditions in Alabama's prisons. Through it all, his quiet determination and brilliant legal intellect remained constant, quietly guiding countless public policy decisions like a beacon in the night.

Of course, it is Johnson's ruling in Wyatt v. Stickney that is most revealing. Each page of those rulings, minute and incredibly detailed, offer a glimpse of a shrewd and brilliant jurist fully aware of Alabama's animosity towards the federal courts. He mandated specific amounts of personal space and privacy requirements for each resident, ordered that an unprecedented number of personnel be hired, prohibited experimentation on residents without their informed consent, created human rights committees with at least one resident on each. He also prohibited the practice of making residents work without pay and mandated regularly scheduled personal hygiene activities like haircuts and dental services. After he handed down his rulings in 1972, the case took on a life of its own. Settlement and full compliance with Judge Johnson's initial orders would come three decades later on January 21, 2000.

Alabama lost a true hero when Judge Frank Johnson died in 1999. It is a cruel historical irony that the man who made the most difficult and unpopular decisions for no

other reason than because it was the right thing to do, did not live to see Wyatt v. Stickney settled. Frank Minis Johnson was a visionary, a genius born before his time to an Alabama that was not yet ready to hear his message or willing to act appropriately on his rulings. Now, we are slowly coming to realize that Frank Johnson was right about everything. We know that, had he not made all those monumental decisions, Alabama would still be tilting at ideological windmills and forever fighting those battles for all the wrong reasons.



Amy Hinton is a Community Relations Specialist with the Alabama Department of Mental Health and Mental Retardation. She is also a doctoral student in public policy at Auburn University. Her dissertation research focuses on Judge Frank Johnson, the life of the Wyatt v. Stickney case and implications for mental health policy in Alabama.

The Year in Review

FY 1999-2000 began with a scare when the state's franchise tax revenue was endangered by a U.S. Supreme Court ruling that found it illegal to collect higher franchise taxes from out-of-state companies. Fortunately, the efforts of the Department of Mental Health and Mental Retardation and its stakeholders to educate legislators about the drastic impact the lost revenues would have on its service delivery systems promoted passage of a series of bills that averted the state's fiscal crisis. In fact, those bills allowed for restoration of \$7.5 million to the DMH/MR budget, a \$7.5 million conditional funding for non-sale of the Glenn Ireland Development Center and a supplemental appropriation of \$7.2 million. Those funds were allotted in large part due to the efforts of hundreds of consumers, family members and friends of state facilities who held a press conference on the State House steps about the potential losses of people and programs if the franchise tax revenue was not restored. Friends group members, representatives of the Mental Health Association affiliates, NAMI Alabama, The Arc of Alabama, the Mental Health Consumers of Alabama, People First, the Alabama Council for Community Mental Health Boards, the Alabama Association of MR/DD Boards, community providers and their clients and staff of the DMH/MR came together in unprecedented

numbers to add their voices to the movement to restore the state's lost revenue. The success in this effort was a harbinger of more good news in one of the most positive and productive years in the history of the department. The highlight of the year was the settlement agreement in the longest running mental health lawsuit in the nation. The agreement was signed by Governor Don Siegelman, DMH/MR Commissioner Kathy Sawyer, counsel for plaintiffs and defendants and Attorney General Bill Pryor on January 21, 2000. Immediately after the settlement agreement was signed, materials were developed to help consumers and family members understand the full implications of the agreement in preparation for a public hearing before the federal judge in May. A series of public forums was held across the state to which consumers, family members, advocacy group members, community providers and others were invited. In addition, information regarding the settlement was published in all of the state's major daily papers, inviting the public to submit comments regarding terms of the agreement to the court.

Much of the activity during the year responded to the department's commitments in the Wyatt settlement agreement. To ensure such compliance, Commissioner

Sawyer appointed workgroups, each of which had a specific element of the agreement around which to develop plans. At the end of a series of meetings, those groups recommended specific action steps to achieve goals and objectives. Those plans were submitted to the commissioner in August, and an overall Wyatt implementation plan was developed to submit to the court. Wyatt workgroups included:

- Community Education
- Advocacy
- MI Census Reduction
- MI Community Services Assessment
- MI CQI
- MI Person-Centered Planning
- MI Rate Setting
- MR Census Reduction
- MR Community Services Assessment
- MR CQI
- MR Person-Centered Planning
- MR Waiver Review and Development

Another major effort involved the state's commitment to performance based management. The department was one of three state agencies tapped to pilot performance-based budgeting. In addition to these major efforts, the department noted accomplishments in other important areas. For example, task forces were established to address children's, forensic and geriatric services;

special incidents; and the department's relationship with 310 boards. Work began on a plan to utilize the HOME and Tax Credit initiative to benefit consumers of mental health, mental retardation and substance abuse services. Thanks to Governor Don Siegelman and Finance Director Dr. Henry Mabry, the department's clientele were targeted to receive tax credits for affordable housing for the first time.

Thanks to the recommendations of an active and informed Community Education Advisory Committee appointed by Commissioner Sawyer in the summer of 1999, outreach and education activities became a top priority during the year. First, a plan was made to schedule editorial board meetings, with the state's largest daily newspapers. The department also reinstated a statewide Speakers' Bureau comprised of professional volunteers from state facilities, community providers, consumers,

family members and advocacy groups. The department also worked to expand and update its website. In addition, a new publication, the department's first-ever *Media Guide for Reporting and Writing about Persons with Disabilities*, was developed and disseminated. This guide was shared with the broadcast media around the state, and hand-delivered to editorial boards by Commissioner Sawyer and Director of Public Information Melanie Beasley. Based on recommendations by the Community Education committee, work began to enhance the media guides to include service access and local referral information, as well as specific information about the DMH/MR.

There were also significant expansions in community programs during the year. For example, the number of adult crisis residential beds for persons with substance abuse problems was increased from

132 to 173. A funding increase allowed for more and better services to infants and toddlers with mental retardation around the state. And, services to children and adults with mental illness experienced considerable growth when the Medicaid Mental Illness Rehab Option was modified to include Assertive Community Treatment teams as reimbursable services. Additionally, six new children's programs and two additional consumer drop-in centers were funded.

The DMH/MR was especially proud of the fact that its commissioner, Kathy Sawyer, was awarded the prestigious Eli Lilly Community Reintegration Award, which she received at a special ceremony in Washington, D.C. in October 2000. Another honor came when Dr. Peter Bryce, the first superintendent of the "Alabama Insane Hospital," now Bryce Hospital, was inducted into the Alabama Healthcare Hall of Fame.

Wyatt Settlement

The highlight of the year was the settlement agreement in the longest-running mental health lawsuit in the nation. The agreement, signed by Governor Don Siegelman, DMH/MR Commissioner Kathy Sawyer, Attorney General Bill Pryor and counsel for defendants and plaintiffs, promoted positive responses from interested individuals throughout the state.

"In the early 1970s, I studied Wyatt v. Stickney in law school. It was a sad time for people with mental illness and mental retardation, particularly with the acute lack of funding for the state facilities. Now, Alabama can pride itself on having one of the best mental health and mental retardation systems in the United States, thanks to the wisdom, compassion and foresight of Judge Frank Johnson and the incredible changes the case brought about. I am proud and honored to have signed the Wyatt settlement agreement, because it signifies a great new chapter in Alabama for persons with mental disabilities."

--Hon. Don Siegelman,
56th Governor of Alabama

"Wyatt v. Stickney significantly reformed the direction of mental health treatment and services for persons with mental retardation in Alabama. Wyatt also became the blueprint for professional mental health and mental retardation standards across the country."

--Kathy E. Sawyer,
14th DMH/MR Commissioner

"Wyatt ensured that, for the first time, each consumer would receive adequate treatment for mental illness while in state facilities. They would receive this treatment from qualified professionals in a safe and humane environment. It also ensured that, when the consumer left the hospital, resources would be made available to provide an orderly transition back to the community. Judge Johnson made sure that the consumer was the focus of the mental health service delivery system. At the time of Wyatt, the care providers at state facilities were doing the best they could. Wyatt allowed them to provide services for the consumers which were among the best in the United States."

--Paul Bisbee, Ph.D.,
DMH/MR Director of Mental
Illness Facilities

"Judge Johnson's ruling in Wyatt v. Stickney had huge public policy implications inside and

outside the state of Alabama. This case, probably more than any other, signaled that the federal courts would no longer tolerate substandard treatment and living conditions for persons committed to mental health facilities in the United States."

--Thomas Vocino, Ph.D.,
Distinguished Research
Professor and Chair of the
Department of Political Science &
Public Administration, Auburn
University at Montgomery

"I am extremely proud of my family's initiative in the mental health area. During her Administration, my mother was instrumental in getting the Legislature to pass a bond issue to enhance the quality of care for Alabama's mentally ill and to provide for better facilities. Alabama has made great strides since those days and we should all continue to work to better the lives of our citizens with mental illness and mental retardation."

--Hon. George C. Wallace, Jr.,
Public Service Commissioner
(Place 3) and son of former Gov.
Lurleen Burns Wallace, whose
tragically short administration
was characterized by her efforts
to improve the state mental
health system.

"The Wyatt case was necessary to ensure the establishment and

funding of a system whereby persons with mental illness and mental retardation could get the services they so desperately needed. Many positive reforms followed Judge Johnson's order. While we probably will never have enough resources in the Alabama public mental health system to provide all services that people need, we are in many ways ahead of other states—particularly in the creative ways we use the resources we do have. A prime example of this creativity is the accomplishment of the system of community providers and hospitals in decreasing the number in mental illness facilities by over 500 since 1993—without “bridge” money, by rearranging incentives for community care. This accomplishment is in sharp contrast to other states that have made similar reductions only with upwards of \$75,000 per bed in bridge funds. I believe this goal was reached through collaboration among DMH/MR staff and community providers through that same creative spirit that has characterized the Wyatt response all these years since 1972. Now we have a settlement of the Wyatt case. I believe that this outcome, too, was necessary at this time. There are many other checks and balances in the system; court order requirements have been supplanted by JCAHO and other accreditation standards, adherence to which will continue to ensure access to quality care. The system continues to work collaboratively to provide greater and greater access to treatment in the community, where as many

people as possible belong—close to their friends and families, in neighborhoods, and working toward their own life goals. Wyatt has accomplished what it needed to, and now it is time to move on to a new era.”

*--Cynthia Bisbee, Ph.D.,
Clinical Director of the Montgomery
Mental Health Authority and former
Bryce Hospital employee*

“Having started my career at Partlow in 1970 as a Psychologist Assistant, as well as a short stint as a Psychiatric Aide at Bryce Hospital in 1967 while in school, I saw and worked in living environments that were beyond belief. Unless you were there, the magnitude of improvement cannot be appreciated. Not only have conditions and services improved, but also the knowledge and attitudes of those providing the service. Though we can always do better, the greatest reward continues to be seeing people whose only clothing was state property now living in their own apartments and going to work just like everyone else.”

*--Cliff Andrews,
Executive Director, Alabama
Association of Mental Retardation
& Developmental Disabilities Boards
(AAMRDD)*

“Wyatt v. Stickney has left a legacy of rights and treatment for the people of Alabama. Now, with this settlement, we all hope and are working hard to make sure that legacy stays in place and also

strengthens services for people with mental illness and mental retardation”

*--Ann Marshall,
family member, advocate and
Coordinator of Outreach & Training
at the Alabama Disabilities
Advocacy Program*

“Hopefully, the Wyatt settlement is the beefsteak that heals a thirty-year-old black eye on the state of Alabama. It took courage to recognize the human rights of people with disabilities.”

*--Barbara Futral Crozier,
disability rights advocate and
Executive Director of the Governor's
Office on Disability (G.O.O.D.)*

“Wyatt v. Stickney created the field of mental disability law. It was the first case in which a federal judge found that people in institutions had rights and ordered wide-ranging relief in their behalf. In this case, Judge Frank Johnson pioneered certain techniques to safeguard client and patient rights, which have had lasting influence. For example, the concept of creating human rights committees at facilities. The Wyatt standards became the basis for a lot of state and federal law addressing client and consumer rights. Finally, Wyatt was the impetus for the creation of the Mental Health Law Project, which later became the Bazelon Center for Mental Health Law. However, the largest change from Wyatt in Alabama happened in the late 1980s and early 1990s. The

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DMH/MR evidenced a pretty dramatic shift away from care in institutions and began to truly embrace the concept of community-based care."

*--Ira Burnim, J.D.,
former lead plaintiff's attorney
in Wyatt and current Lead Counsel
at the Bazelon Center for Mental
Health Law, Washington, D.C.*

"Wyatt was very needed when it was filed. It began in 1970, when I was a law student at the University of Alabama. I had a friend who worked at Partlow and had the opportunity to tour both Partlow and Bryce during that year. Needless to say, both facilities were in absolutely deplorable condition. They were dirty, seriously overcrowded, suffered from a serious lack of professional staff—in sum, it was horrible. There is no question that the Wyatt case was a good thing. Many people involved with the suit at the time seemed to believe that the Wyatt standards were an effort by the federal courts to close all state facilities and, as a result, vigorously fought it. However, those standards did lead to a significant amount of state resources being expended on state facilities, which resulted in substantial reforms. Without that case, we never would have gotten the funding we needed to turn the system around. The key point to the department's commitment to comply with Wyatt occurred when the DMH/MR pledged in the 1986 Wyatt consent decree to seek and maintain JCAHO accreditation for

the state hospitals and Title XIX Medicaid certification for the developmental centers. The current settlement agreement is excellent. It's fair to the state, fair to the consumer and fair to the advocates. Commissioner Sawyer, Governor Siegelman, the Alabama Disability Advocacy Program and all individuals involved in the settlement negotiations are to be commended."

*--Emmett Poundstone, III, J.D.,
former Commissioner of the
DMH/MR (1985-86; 1995-96)
and current Vice-President of
Development for Southeastern
Psychiatric Management, Inc.*

"I was 14 years old when I first came to Partlow. It was kind of scary being away from home. In a way, I liked living there. I miss some of my friends that lived there with me. The people who worked in the wards just came around and checked on us. When all the beds were full, we slept on cots or on pallets on the floor. Each ward had a pallet on the floor when they ran out of beds. Sometimes the pallets were too big and stuck out of the doorway into the hall. You had to step around people sleeping on the floor if you got up to use the bathroom at night. I left Partlow in April 1972. Now, every day I walk to work. I like my work. I do a good job."

*--James Stoudenmire,
former Partlow resident, self-
advocate, currently community
program resident and valued
employee*

"Wyatt represents an important story of progress in the treatment of people with mental illness and mental retardation in Alabama. Even as some people applaud the settlement of Wyatt and the opportunity to move forward, we must remember that our work is not done. We must rededicate ourselves to work for the well being of people with mental illness and mental retardation in Alabama in whatever form that struggle may take. In the words of Judge Frank Johnson, 'To deprive any citizen of his or her liberty upon the altruistic theory that the confinement is for humane therapeutic reasons and then fail to provide adequate treatment violates the very fundamentals of due process.' Our work must go on. It must not stop with this settlement."

*--James Tucker, J.D.,
Associate Director, Alabama
Disabilities Advocacy Program*

"I am extremely pleased that the Wyatt case has finally been terminated. At the time that we entered into the consent decree in 1986, it was my understanding that the case was settled. I was rather surprised to find out about a year later that it was still active. By 1986, Alabama's treatment, care, education and community placement programs for individuals with mental illness and mental retardation were all at levels which far exceeded the conditions and situations in most of the other fifty states. In fact, our system was one of the best in the nation at that time. In my judgement, the case

should have been disposed then and the extremely expensive federal intervention should have been terminated. But, I do understand that, at least in part, because of the continued court activity many additional improvements were made, the inpatient populations continued to decline, and community programs continued to expand. All of these things are wonderful improvements to the system, and good for all citizens of Alabama."

*--Ken Wallis, J.D.,
attorney-at-law and former
DMH/MR Commissioner (1983-
1987) and court receiver*

"Wyatt v. Stickney, filed in the early 1970s, was the first test of constitutional rights of individuals with mental retardation. The Honorable Frank Johnson, the federal judge who heard the case, held that individuals who resided in state operated institutions had a constitutional right to treatment. He established a set of standards to ensure the right to habilitation and introduced the concept of the least restrictive conditions necessary to achieve the purposes of habilitation. These standards developed for the ICF/MR program and the Accreditation Council's initial standards for services to individuals with mental retardation. The Wyatt suit has not only influenced the development of services for Alabamians with mental retardation, but it also laid the foundation for national policy and funding to assure the right to

treatment, protection from harm, and improved quality of life for all individuals with mental retardation."

*--Eranell McIntosh-Wilson,
DMH/MR Associate
Commissioner for Mental
Retardation and former Director of
Partlow Developmental Center
(1984-88)*

"Before Wyatt, patients were placed in large, impersonal wards with little treatment and no set plans for placement. At that time, patients could expect years of being separated from family and society, as if they were criminals with a contagious disease who deserved punishment for their illness. Now, patients reside in comfortable home-like atmospheres, with an emphasis on treatment and they return to their community as soon as possible. They can expect humane care and treatment with a sense of dignity, compassion and with established treatment goals and objectives."

*--Roxanna Bender,
Facility Director, Mary Starke
Harper Geriatric Psychiatry Center*

"In 1972, my first class in graduate school was "Introduction to Mental Retardation." We learned about the beginnings of Alabama's Wyatt case. Little did I know that almost 30 years later, I could help in reaching a settlement in this case by really focusing on developing a person-centered system. As a direct result of this case, our way of doing

business in mental retardation facilities in Alabama has changed from system-centered to person-centered. Consumers, families and staff are equal partners in building positive futures. Our focus is on the gifts and capacities of each individual, and on treating people the way we want to be treated ourselves."

*--Ellen B. Gillespie, Ph.D.,
Facility Director, J. S. Tarwater
Developmental Center*

"As a DMH/MR veteran, I witnessed the beginning of the Wyatt case. It is gratifying to be part of its end. More importantly, it is truly rewarding to be a part of a new beginning for so many, made possible by the settlement of this order."

*--Jim Finch, Ed.D.,
Facility Director, Lurleen B. Wallace
Developmental Center*

"It is interesting that lawyers have always had the highest degree of admiration and respect for Judge Frank Johnson, whether they agreed with him or not. Without any apparent concern for the popularity of his decisions, Judge Johnson based his rulings on what he felt was the right thing to do. Except for his integrity, wisdom and courage, there may never have been the landmark decision in Wyatt, and thousands of mentally ill Alabama citizens would have suffered even more. Judge Johnson was greatly appreciated and greatly missed."

*--Jim Reddoch, J.D.,
Facility Director, Taylor Hardin
Secure Medical Facility*

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"The Wyatt court order served consumers, families and the department well. However, there was a need to move past the boundaries of Wyatt and it was appropriate to set the order aside."

--John T. Bartlett,
Facility Director, Searcy Hospital

"The Wyatt v. Stickney case has been a catalyst for positive change for all individuals with mental illness and mental retardation. The effects of this case have reached far beyond the citizens of Alabama by serving as a basis for change and improved care and treatment of the mentally ill and mentally retarded in many states throughout the country. This case is a great example of how seemingly opposing views can come together in a spirit of cooperation in order to benefit our citizens who most need our help."

--Levi Harris, Ph.D.,
Facility Director, Albert P. Brewer
Bayside Developmental Center

"The standards set by Judge Johnson in the Wyatt case have had a profound impact on those who would otherwise have had no voice."

--Susan Chambers,
Facility Director, Greil Memorial
Psychiatric Hospital

"I have witnessed and been a part of many changes in mental health as a result of Wyatt. The most notable changes have been in the area of treatment philosophy,

family involvement, consumer advocacy and reduced stigma towards the mentally ill."

--David E. Gay, Jr.,
Facility Director, Bryce Hospital

"I can remember vividly shaking Commissioner Sawyer's hand, congratulating and thanking her for being instrumental in bringing about the Wyatt settlement. Her response was, 'I don't think you will be thanking me for long, there is a lot of hard work ahead.' Indeed there has been a lot of hard work towards ensuring a successful closure to Wyatt. However, efforts at Thomasville have only strengthened empowering clients, successful and satisfactory discharge into community environments of choice, treatment, rehabilitation, quality improvement, and safety and security of clients. The state of Alabama deserves recognition for her many positive contributions to the field of Mental Illness and as a leader in the reduction and/or elimination of seclusion/restraint, the promotion of psychiatric rehabilitation, quality improvement and other important arenas."

--Beatrice McLean,
Facility Director, Thomasville
Mental Health Rehabilitation Center

"There has been a greater impact on the improvement in the quality of life of the people we serve by the Department of Mental Health and Mental Retardation during the last thirty years than at any other

time in its history. I am proud to have worked with so many talented people during this time period that has meant so much to the people provided with supports and services by the department."

--James L. Vail, Jr.,
Facility Director, William D.
Partlow Developmental Center

"Many of the current crop of disability law rulings coming from the federal courts rely on the recent Olmstead ruling in Georgia. Wyatt has been Alabama's Olmstead for the past thirty years. The state mental health system is a better place because of Wyatt."

--Darold Dunlavy,
Executive Director, Mental
Health Association in Alabama

"I am so pleased to witness the settlement of Wyatt v. Stickney. The case has brought about many positive changes to our state system of mental health treatment and care. Thankfully, we have removed a tarnish from the image of the Alabama DMH/MR."

--Charles Cutts, Facility Director,
North Alabama Regional Hospital

"As a parent and advocate for people with mental illness, I am very excited about the reduction of inpatient beds and the expansion of community based services. Without the Wyatt case, the conditions in state facilities would still be deplorable. Finally, after thirty years of legal wrangling and legal costs diverting money away from patient and client treatment and

care, we have resolved Wyatt. The department and those served by it are better as a result."

--Ann Denbo, President of the NAMI Alabama and member of the DMH/MR Advisory Board of Trustees

"The settlement was certainly in the best interest of the state of Alabama, the citizens served by the DMH/MR and their families. It shows that Alabama continues to make giant strides in its commitment to care for people with disabilities. Governor Siegelman and Commissioner Sawyer have done a tremendous job that will benefit Alabama's citizens."

--Richard Hanan, former DMH/MR Commissioner (1993-94) and original member of Partlow Human Rights Committee appointed by Judge Johnson, former Acting Executive Director of the Arc of Alabama, and current Chair of the Board of Directors for the Montgomery Association for Retarded Citizens

The State of Alabama Department of Mental Health and Mental Retardation



Kathy E. Sawyer
Commissioner

Mission Statement

It is the mission of the Alabama mental health service delivery system to ensure that the mental illness, mental retardation and substance abuse needs of the state's citizens are addressed in a manner that is maximally effective and efficient, while promoting the individual's quality of life, human worth and dignity.

Clients Served in FY 99-00

Mental Illness Facilities	4,465
Mental Retardation Facilities	718
CMHC	92,192
MR Community	8,454
Substance Abuse Treatment	26,344
Substance Abuse Prevention	75,000
TOTAL SERVED	<u>207,173</u> *

*Some duplication is included in this figure due to a number of clients receiving more than one service.

Commissioner's Office

Office of Legislative & Constituent Affairs

(334) 242-3187

The Office of Legislative and Constituent Affairs is responsible for developing and/or negotiating proposed legislation, so that bills which affect or are of interest to the department, are addressed under the direction and approval of the commissioner. It is also responsible for performing legislative liaison duties when the legislature is in regular or special session so that legislation which might impact the Department's services, operations, and administration, are recognized and reported to the Commissioner and other appropriate executive staff so that immediate action, if necessary, can be taken.

A legislative tracking report is distributed about every other week to interested parties, which keeps them up-to-date on the status of legislation of interest to the department and the mental health system.

The office also interfaces with the Governor's Office on Constituent Affairs to coordinate and process responses to inquiries and/or service requests from constituents across the state via written and/or telephone communication.

Office of Rights Protection & Advocacy Program

*(334) 242-3454 and
(800) 367-0955*

The Office of Rights Protection and Advocacy Services coordinates the activities of 21 certified advocates, who provide a non-adversarial system of rights protection for consumers of mental health, mental retardation, and substance abuse treatment services in Alabama. The population served includes those residents of the 14 DMH/MR operated facilities, as well as individuals served in community programs contracting with, or certified by the DMH/MR. Both "Systems" Advocacy services (i.e. Rights Awareness Training; Inter-Agency Collaborations; and Rights Compliance Monitoring activities), and "Individual" Advocacy services (i.e. Information and Referral Services; Complaint Resolution Services) are provided.

With the signing of the agreement to settle the Wyatt federal lawsuit, Advocacy has grown in both size and importance. The Wyatt agreement called for an increase of staffing from 21 to 26 full-time equivalent advocates in FY 2000-2001. A select workgroup was formed to study ways of improving the advocacy program and made a number of

recommendations to the commissioner, which were accepted and are planned for implementation in FY 2000-2001. Among these improvements are:

- The establishment of a new advocacy office to better serve individuals in the Birmingham metropolitan area.
- Advocates making unannounced random, and for cause, visits to programs serving consumers.
- The expansion of the Advocacy Program's toll-free 800 line to 24 hours per day, 7 days per week.
- Notification of advocates if serious incidents occur in community programs, so appropriate follow-up can occur, to ensure that the individual's rights are protected.

The rights of individuals served by the DMH/MR play an extremely important role in all aspects of the department's service delivery system, and the Office of Rights Protection and Advocacy Services ensures that these rights are protected.

Office of Policy & Planning

(334) 353-9244

This office remained vacant during the course of the fiscal year.

Office of Public Information & Community Relations

(334) 242-3417

Fiscal Year 1999 began on a positive note for people with mental illness and their families. In celebration of Mental Illness Awareness Week, people from around Alabama came together at the F. Scott and Zelda Fitzgerald Museum in Montgomery for a showing of Visionary Guild consumer art and a reception, which highlighted the achievements of Montgomery native Zelda Fitzgerald who struggled with schizophrenia most of her adult life.

Following the January 2000 signing of the Wyatt settlement agreement, the office began to plan and implement an effort to educate the general public, including consumers and family members, regarding the rights, abilities and needs of persons with mental illness and mental retardation. Planning for these efforts was accomplished through the department's Community Education Advisory Committee, and a subcommittee of that group, which became the Wyatt Work Group for Community Education.

In March, the Office of Public Information helped publicize a series of open forums around the state through which consumers, family members and others could receive details regarding the terms of the settlement agreement. To

facilitate these efforts, the office developed a brochure and Power Point presentation that outlined settlement agreement provisions.

In April 2000, the office was extremely proud to announce that Dr. Peter Bryce, the first superintendent of the "Alabama Hospital for the Insane," was inducted into the Alabama Healthcare Hall of Fame. In May 2000, the office announced the passage of the "Jack Biddle Mental Health Parity Act," after the hard work of the Alabama Coalition for Mental Health Parity, chaired by former Department of Mental Health and Mental Retardation Commissioner Emmett Poundstone.

Good news continued in June when a Tarwater resident was invited to participate in Alabama's "Buckle Up" public awareness campaign. The resident's photograph has appeared on billboards and posters throughout Alabama since that time.

Toward the end of FY 99, the Office of Public Information was busy planning for Mental Illness Awareness Week 2000, a Visionary Guild reception and art show at the Montgomery Museum of Fine Arts. It also helped publicize the 6th Annual Conference on Comprehensive Long-Term Care Management of the Dementia Patient, held September 15 in Tuscaloosa, and a law enforcement-training event hosted by Mountain View Hospital in Gadsden.

Other important activities included establishing a statewide Employee Appreciation Committee to develop activities to enhance

communications and develop/standardize employee recognition activities. The office also reinstated its efforts to publish weekly news releases and to promote a statewide Department of Mental Health and Mental Retardation Speakers' Bureau. Overall, the office developed and disseminated 35 news releases this fiscal year.

Bureau of Special Investigations

(334) 242-3274

The Bureau of Special Investigations was created to investigate offenses of a criminal nature and to initiate prosecution in cases where evidence indicates criminal acts by employees or other individuals. Copies of investigation reports are submitted to departmental authorities for review to determine if administrative actions are warranted. When requested, the bureau provides advice and assistance to facility police officers during investigations. The bureau also conducts training seminars as needed.

Bureau of Legal Services

(334) 242-3038

The Bureau of Legal Services houses staff counsel and represents the department in various legal

situations. The bureau plans legal strategies and seeks to protect the interests of the department in its effort to provide services consistent with its mission statement. Bureau counsel is also available to other staff in an advisory capacity for situations with possible legal implications. The bureau also provides answers to legal questions and aids the Office of Public Information & Community Relations in the development of legally appropriate responses to public and/or media inquiries.

The Alabama Family Trust & Special Projects

**(334) 242-3278 or
(800) 711-1303**

Established by Act 94-579 of the Alabama Legislature, the Alabama Family Trust was developed to offer families' loved ones with disabilities the unique opportunity to contribute to their care. Such contributions are primarily made to ensure the availability of funding to provide optimum care and services that truly enhance the quality of life of those for whom the Trust was initially established. Funding to the Trust is an allowable mechanism, designed to protect vital government entitlements such as Supplemental Security Income (SSI) and Medicaid.

Typically, a trust is established and funded by a donor. Contributions can also be made

periodically by the donor and others who desire to make additional funds available to the *life beneficiary*, the person for whose benefit the Trust is established. These contributions are pooled and invested in one or more of the eight funds available through AmSouth Bank. Accounts are set up and maintained separately for each life beneficiary. The donor names the person who will work for the AFT Board of Trustees to assist each beneficiary. Today, the Trust asset value nears the one million-dollar mark, which represents an approximate 250% increase over the past two years. As Alabamians become more aware of the very distinct advantages of the Alabama Family Trust, interest and participation has also significantly increased.

One of the significant office special projects is the annual State Combined Campaign. This project also affords employees the opportunity to make contributions to numerous local and statewide charities that offer a wide array of diverse services to Alabamians in need. So often, organizations that provide help to persons with mental illness, mental retardation or substance abuse problems receive funds from this campaign. Despite the fact that the employee pool reflects reductions each year, the level of contributions continues to surpass the established goal. Over the past three years, departmental contributions total nearly \$200,000. Such figures speak to the generosity and sincerity of so many of DMH/MR employees.

Other special projects, the departmental Speakers' Bureau, and federal grant programs that supplement education programs, are of significant importance to overall program development. The Speakers' Bureau is a very cost-effective means of "getting the word out" about the comprehensive service delivery system provided by the department. Literature about this service has been made available to hundreds of public and private agencies and organizations across the state. The federal grant programs for educational support are also important. These funds have supported more intense training for educational staff who nurture and teach many, many troubled youth and young adults.

Division of Administration

(334) 242-3169

The Division of Administration provides technical, financial and management support to the department's service divisions via several specialized sections. The division houses seven bureaus/offices: the Office of Certification, the Bureau of Finance, Administrative Support Services, the Bureau of Data Management, the Bureau of Human Resources Management, the Office of Pre-Admission Screening and the Office of Land Management.

Finance Bureau

(334) 242-3992

The Finance Bureau was responsible for managing an annual budget of \$468,790,456, producing financial reports, maintaining the department's accounting records, preparing approximately 104,000 payroll checks for 4,000 employees, and processing 6,755 purchase orders and approximately 35,000 contract and vendor payments totaling \$378,110,946.92.

The department was designated by the Governor as one of three state agencies to begin the implementation of Performance Based Budgeting in Alabama State Government, which changed the whole approach to budget planning and preparation.

Compensation Services Office

(334) 242-3192

During fiscal year 1999-2000, the Office of Compensation Services handled routine staff and resident/patient payrolls and W-2 form distribution. In addition, Advantage Training was provided to all facility payroll and personnel office employees, a contingency plan was developed for processing the payroll in preparation for Y2K; and the central office assumed Greil Hospital's payroll function.

Perhaps the most significant activity was conversion to a 40-hour workweek (8-hour and 12-hour shifts for direct care employees) which required intensive training, consultation and development of a payroll procedure manual.

Office of Pre-Admission Screening (OBRA)

(334) 242-3946

The Office of Pre-Admission Screening (OBRA) is required by Public Law 100-203, the federal Omnibus Budget Reconciliation Act of 1987. The Department of Mental Health and Mental Retardation implemented a Pre-Admission

Screening program on January 1, 1989, which ensures that each individual applying for or residing in a Medicaid certified nursing facility (regardless of payment source) receives appropriate services. Upon completion of an initial screening, any individual with a suspected condition of mental illness or mental retardation is evaluated to determine if the individual can benefit from specialized services and is medically in need of nursing home level of care.

During the fiscal year, the office received 28,763 Level I referrals, which resulted in approximately 2,050 clinical review evaluations, of which, 900 were on-site evaluations. This is an increase in total screenings for nursing home placements by approximately 5% from the previous year.

Office of Certification

(334) 242-3937

The Office of Certification is responsible for inspecting and certifying all community facilities used for providing services to persons with mental illness, mental retardation and substance abuse problems throughout the state. This office is also charged with providing technical assistance for code compliance for all renovations or new construction projects for

facilities that are already certified or will be seeking certification from the department.

During FY 1999-2000, this office conducted over 4,600 inspections and reviewed plans and specifications for over 15 construction/ renovation projects. Certification personnel consult and correspond with architectural firms, contractors, and state and local building officials throughout the year to assure code compliance for facilities utilized by the department.

The Office of Certification also provides assistance as required for code compliance to all the department's state facilities. During the 1999-2000 fiscal year, personnel from the Certification Office worked on projects at Thomasville Mental Health Rehabilitation Center and the Albert P. Brewer Developmental Center.

The Bureau of Data Management

(334) 242-3305

The Bureau of Data Management provides information technology and analysis support services for the department and all its fourteen operational facilities. Currently the major systems that the bureau supports for departmental use include the states Financial Resources Management System (FRMS), the in-house developed Comprehensive Mental Health and Mental Retardation Information System (CARES), and the Community Services Subsystem (CSS). The bureau also develops

and supports an assortment of smaller systems in support of patient/client payroll, Medicaid payment processing, property inventory, OBRA and many other custom applications.

The bureau also provides technical and logistical support for the department's data and telecommunication requirements, to include input/output devices connected to the state mainframe and those central office computers that are attached to the department's Local Area Network (LAN). The Bureau coordinates all requests for telecommunication (mainframe only) assistance originating at the operational facilities.

The bureau has been instrumental in reducing the department's information technology operational costs through careful review and enhancement of current systems to maximize and optimize efficiency. Current bureau initiatives include incorporating Web based technology in support of the department's information needs.

Bureau of Human Resources Management

(334) 242-3112

The Bureau of Human Resources Management is committed to responding to the department's mission of treatment and care by defining, recruiting, and retaining the most qualified workforce

available. The bureau provides leadership, direction, and technical assistance to facility personnel offices in accomplishing this mission. Wage and class studies, employee performance appraisals, applicant tracking systems, selection procedures, the review and development of departmental policies and procedures, and the evaluation of applicant recruitment and employee retention are a few of the means by which the mission is realized.

At the beginning of this fiscal year, the department consisted of 4,016 direct care, support, and administrative staff. At the close of this fiscal year, total staffing was 3,808 as the department continued fulfilling short and long-term plans.

Office of Land Management

(334) 242-2057

Management of DMH/MR land is an important responsibility. DMH/ MR is the third largest landowner of all state agencies behind the Department of Transportation and the University of Alabama. Presently there are more than 15,000 acres in approximately 250 tracts, which are owned by the department or held in trust for it.

While the land where department facilities are located is well known, the lands held in trust, the so-called "Swamp and Overflow" lands typically are not. These are parcels, principally located in Baldwin and Mobile

counties, which were deeded to the state by the federal government in 1853. When the Lands Division of the Department of Conservation was created, these lands were turned over to that division for management but with any proceeds returned to DMH/MR. Principal uses of the "Swamp and Overflow" lands are for hunting leases and timber production.

During FY 1999-2000, work progressed on developing a comprehensive inventory of the department's land holdings. Three sources of data were used; (1) the records from the Lands Division of the Department of Conservation, (2) the records submitted by the Assessor or Revenue Commissioner in each county for each piece of land recorded as being owned by the department, (3) and the complete assessment records for Baldwin, Mobile, and Tuscaloosa counties. All three sets of records were compiled and a "master" list prepared. This list was then reconciled with the Department of Conservation and most duplication and errors were resolved.

As the extent of the DMH/MR land holdings has become clear, a more aggressive management of DMH/MR land has been possible. Examples include adoption of fair market value as the standard for leases, a policy of requiring current appraisals for new leases, and an agreement with the Forestry Commission for the management of timber assets, at a considerable cost-savings.

The office also manages construction projects for the Mental

Health Finance Authority and any projects completed under the Public Works Law using department funds. During this period, a negotiated settlement was reached with the surety and contractors on the Harper Center and Adolescent Center project default at Bryce. In addition, two Finance Authority projects for community programs were completed and bidding was underway for two other projects.

Office of Staff Development

(334) 242-3177

The Office of Staff Development coordinates a broad range of centralized and department-wide programs, workshops, seminars, training, and educational sessions for all employees, focusing particularly on practicing Mental Health professionals, as well as other interested individuals. Additionally, the Office of Staff Development provides service and support for all facility staff development offices in meeting their individual mission and goals.

Continuing Education is a major component of the staff development program, which offers planned and implemented training and education programs and services that particularly benefit employees in the maintenance of licensures and certifications. All programs are developed and provided in accordance

with the standards set by accrediting boards and councils, including:

The Alabama Board of Nursing, The Alabama State Board of Social Work Examiners, The National Board for Certified Counselors, and The American Psychological Association.

The staff development function draws upon the interests of staff and the needs from within the department and community programs. Community mental health centers and other community providers are afforded an opportunity to participate in programs intended to enhance their practices and further their education and training, participants include physicians, nurses, psychologists, psychiatrists, counselors, social workers, and other interested professionals.

Administrative Support Services

(334) 242-3931

Support Services is responsible for the mailroom and printing functions. Individuals in this area manage multiple printing projects for the central office and 14 state facilities, delivery of the mail and special projects assigned by the commissioner.

Department of Mental Health and Mental Retardation
Expenditures and Encumbrances
As of September 29, 2000

	FY 1998-99 BUDGET	EXPENDITURES & ENCUMBRANCES: EXCLUDES PROFESSIONAL SERVICE & COMMUNITY CONTRACT BALANCES AMOUNT	PERCENT	PROFESSIONAL SERVICE & COMMUNITY CONTRACT BALANCES	TOTAL EXPEND. AND ENCUMB.	TOTAL EXPEND. & ENCUMB. Vs. FY 98-99 BUDGET
MI FACILITIES						
Bryce	42,657,199	40,730,463	95.48%	644,068	41,374,531	96.99%
Searcy	29,251,164	28,752,897	98.30%	443,440	29,196,337	99.81%
Hardin	7,858,131	7,675,257	97.67%	173,318	7,848,575	99.88%
Eufaula	104,807	17,509	16.71%	0	17,509	16.71%
Thomasville	7,895,421	7,815,572	98.99%	45,417	7,860,989	99.56%
Greil	6,088,520	5,956,231	97.83%	117,745	6,073,976	99.76%
Nth Al North	7,654,396	7,487,068	97.81%	117,722	7,604,790	99.35%
Allen	5,137,631	4,990,966	97.15%	138,144	5,129,110	99.83%
Kidd	10,146,606	9,587,251	94.49%	282,843	9,870,094	97.27%
Harper	10,482,712	9,272,489	88.46%	164,783	9,437,272	90.03%
Box	5,040,485	4,971,807	98.64%	641	4,972,448	98.65%
TOTAL	132,317,072	127,257,516	96.18%	2,128,126	129,385,631	97.78%
MR FACILITIES						
Partlow	24,882,940	23,955,251	96.27%	674,102	24,629,353	98.98%
Wallace	17,905,896	16,467,453	91.97%	447,470	16,914,923	94.47%
Brewer	18,927,164	17,539,673	92.67%	355,659	17,895,332	94.55%
Tarwater	9,220,208	8,639,905	93.71%	209,167	8,849,072	95.97%
TOTAL	70,936,208	66,602,284	93.89%	1,686,399	68,288,680	96.27%
COMMUNITY PROGRAMS						
Mental Illness	101,939,764	96,718,289	94.88%	3,207,271	99,925,560	98.02%
Substance Abuse	37,225,541	29,578,907	79.46%	1,168,096	30,747,003	82.60%
Mental Retardation	108,945,346	104,495,325	95.92%	2,661,429	107,156,754	98.36%
TOTAL	248,110,651	230,792,521	93.02%	7,036,797	237,829,317	95.86%
CENTRAL ADMIN						
TOTAL	17,426,525	15,927,379	91.40%	114,019	16,041,398	92.05%
GRAND TOTAL	468,790,456	440,579,702	93.98%	10,965,342	451,545,026	96.32%

Department of Mental Health and Mental Retardation General Operating Revenue As of September 29, 2000

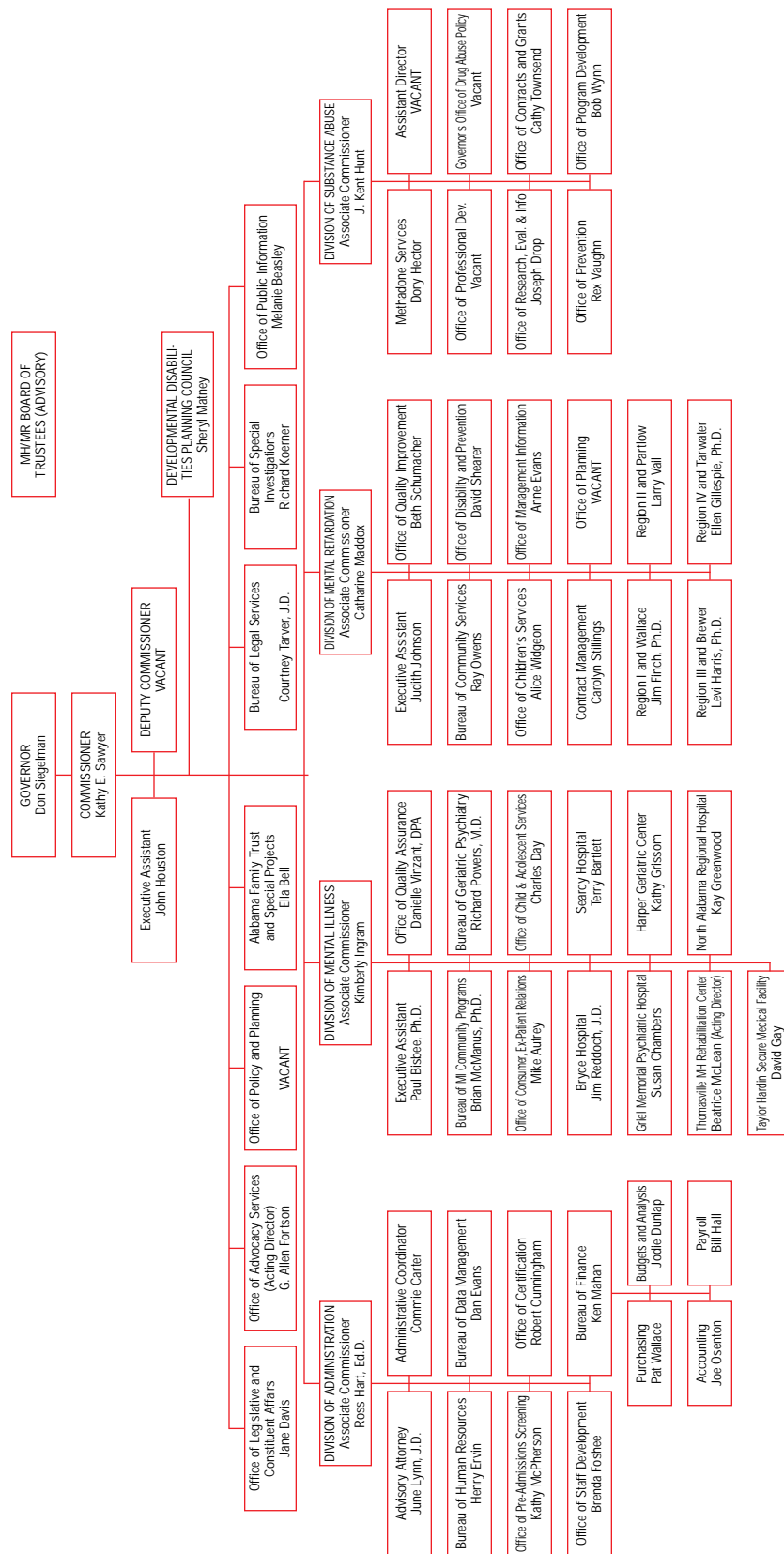
	BUDGETED FY 99-00	ACTUAL FY 99-00	DIFFERENCE ACTUAL Vs. BUDGETED	
			AMOUNT	PERCENT
STATE REVENUES				
Y2K Bond Funds	800,000	0	(800,000)	0.00%
Cigarette Taxes	1,683,199	1,904,145	220,946 (1)	113.13%
Tobacco Settlement	2,514,047	845,108	(1,668,939)	33.62%
Special Education Trust Fund	15,892,563	15,878,979	(13,584) (2)	99.91%
Special Mental Health Fund	117,000,000	116,420,000	(580,000)	99.50%
Conditional G/F Appropriation	9,500,000	9,500,000	(780,578)	100.00%
State General Fund	76,590,462	76,590,462	0	100.00%
Departmental Emergency Fund	3,138,669	3,138,669	0	100.00%
Indigent Offenders Treatment	154,500	154,500	0	100.00%
Judicial Fines	0	265	265	0.00%
TOTAL	<u>227,273,440</u>	<u>224,432,128</u>	<u>(2,841,312)</u>	<u>98.75%</u>
FEDERAL, LOCAL, MISC. REVENUES				
Departmental Receipts	1,500,000	1,329,966	(170,034)	88.66%
Other Income	10,284,038	11,975,580	1,691,542	116.45%
Medicaid, Title XIX Facilities	66,166,877	64,258,802	(1,908,075)	97.12%
Medicaid, Title XIX MR Community	70,954,533	68,639,327	(2,315,206)	96.74%
Medicaid, Title XIX MI Community	35,074,953	34,792,147	(282,806)	99.19%
Medicaid, Title XIX Sub Abuse Community	852,353	868,596	16,243	101.91%
Medicaid, PL 100-203 OBRA	435,384	346,427	(88,957)	79.57%
Medicare	10,797,394	8,218,070	(2,579,324)	76.11%
Federal Block Grants	34,327,821	28,118,745	(6,209,076)	81.91%
Other Federal Grants	<u>11,123,663</u>	<u>8,788,150</u>	<u>(2,335,513)</u>	<u>79.00%</u>
TOTAL	<u>241,517,016</u>	<u>227,335,815</u>	<u>(14,181,206)</u>	<u>94.13%</u>
 GRAND TOTAL	 <u>468,790,456</u>	 <u>451,767,943</u>	 <u>(17,022,518)</u>	 <u>96.37%</u>

Notes:

- (1) Amounts in excess of budgeted must be carried forward into a future fiscal year.
- (2) All amounts were received. However, the "difference amounts" were not expended/encumbered.
Funds not expended/encumbered are reverted to the respective State fund, or carried forward as authorized.
- (3) Rounding may cause totals to appear incorrect.

ORGANIZATIONAL CHART

Alabama Department of Mental Health and Mental Retardation



Substance Abuse Services Division

(334) 242-3961

The Substance Abuse Services Division is responsible for ensuring that substance abuse services across Alabama are well planned, coordinated and effective. The major tasks of the division are statutory regulation of programs and resource allocation and management.

The division adopted a plan for allocating Intensive Outpatient Treatment resources based on estimated citizens in need as indicated by a Needs Assessment Study. The following table outlines the estimated needs identified for alcohol and other drug treatment.

The division houses seven sections: Methadone Services; the Office of Professional Development; the Office of Treatment Improvement; the Office of Prevention; the Office of Contracts and Grants; the Office of Research, Evaluation, and Information; and the Governor's Office of Drug Abuse Policy.

Catchment Area	Counties	Estimated Citizens in Need
1	Lauderdale, Colbert, Franklin	10,800
2	Limestone, Lawrence, Morgan	10,446
3	Madison	14,853
4	Marion, Lamar, Winston, Fayette, Walker	4,497
5	Jefferson, Blount, St. Clair	52,277
6	Cherokee, Etowah, DeKalb	12,367
7	Calhoun, Cleburne	10,695
8	Bibb, Pickens, Tuscaloosa	18,756
9	Coosa, Talladega, Clay, Randolph	4,074
10	Choctaw, Sumter, Greene, Hale, Marengo	7,001
11	Chilton, Shelby	5,680
12	Tallapoosa, Chambers, Lee, Russell	11,993
13	Perry, Dallas, Wilcox	2,958
14	Autauga, Elmore, Lowndes, Montgomery	20,369
15	Macon, Bullock, Pike	3,113
16	Mobile, Washington	23,894
17	Clarke, Monroe, Conecuh, Escambia	2,519
18	Butler, Crenshaw, Covington, Coffee	5,905
19	Geneva, Dale, Houston, Henry, Barbour	10,659
20	Marshall, Jackson	7,206
21	Baldwin	9,651
22	Cullman	3,815
Total Estimated Citizens in Need		253,528

*During this fiscal year, approximately 15,000 citizens were admitted for treatment.

Methadone Services

(334) 242-3957

The Substance Abuse Services Division (State Methadone Authority) of the Department of Mental Health/Mental Retardation conducts annual reviews of all methadone treatment programs for compliance with the Substance Abuse Program Standards. Currently 15 clinics, serving approximately 3,600 consumers, are certified to provide methadone maintenance treatment. In addition, the State Methadone Authority maintains a central registry for all consumers enrolled for methadone treatment; acts as liaison between the other agencies associated with the regulation of methadone treatment, i.e., Alabama Board of Pharmacy, U. S. Drug Enforcement Administration and the U. S. Food and Drug Administration; acts as a liaison between other State Methadone Authorities regarding border issues; handles consumer complaints; and provides ongoing technical assistance.

In July 2000, the moratorium on the opening of new clinics was not reinstated. Prospective new programs must apply for a certificate of need through the State Health Planning and Development Agency. It is anticipated there will be considerable growth in this service area.

Office of Performance Improvement

(334) 242-3967

The Office of Performance Improvement is responsible for coordinating interagency efforts to increase the proficiency of community treatment and prevention programs. This improvement is enhanced by a "sharing of best practices" approach that is assessed by program specific evaluation.

During FY 99-00, the office coordinated the Alabama School for Alcohol and Other Drug Studies (ASADS) at the University of Alabama Bryant Conference Center. The three-day conference offered various training seminars and professional development courses for continuing education credits. Attendees included mental health, education, law enforcement, other public service professionals, and others. The conference grows larger every year, with an attendance of 635 this year, the capacity for the conference center.

During FY 99-00, the office coordinated Alabama's participation in the Southeastern School of Alcohol and Other Drug Studies. This is a week long conference held at the Georgia Center for Continuing Education at the University of Georgia. This office sponsored the attendance of 48 community treatment and prevention program employees.

Office of Treatment Improvement

(334) 242-3956

The Office of Treatment Improvement conducts site reviews pursuant to state law of over 90 treatment programs at 140 different locations to ensure quality of services to consumers. The office works to improve the overall quality of these programs by conducting site certification visits and providing written reports of compliance with state substance abuse standards, as well as providing technical assistance and consultation in all areas of substance abuse treatment. During this fiscal year, 40 site certifications were conducted.

The office is responsible for development of standards and monitoring Medicaid provider eligibility status for program staff members. During the year, 26 new service applications were processed and eight complaints were investigated involving programs and consumers.

Office of Research, Evaluation & Information

(334) 242-3966

The Office of Research, Evaluation and Information is responsible for the automated client admission system, data collection and analysis, the Treatment Access Project (TAP), various needs assessment research studies,

literature searches and public awareness.

Office staff also continually contact individual service providers to address issues pertaining to admission systems software, voucher system software, and TAP and ECHO database software.

During FY 99-00 the Alabama Substance Abuse Data Book: State and County Profiles of Substance Abuse Indicators was completed. The work was a collaborative effort between the office and the Auburn University Montgomery Center for Demographic and Cultural Research.

Office of Prevention

(334) 242-3954

The Office of Prevention focuses on activities that address the prevention of alcohol, tobacco, and other drug abuse.

The office conducts a continuum of prevention services that research has indicated to be the most effective. Services provided by the office include: alternative programs for high-risk youth, family strengthening programs, high-risk adult programs, high-risk youth peers programs, high-risk youth education and high-risk youth identification programs and workshops. These services are provided through contracts with thirty-eight nonprofit community agencies. Services were provided to approximately 75,000 Alabama children and adolescents.

On October 1, 1999, the office was awarded a grant from the Center for Substance Abuse Prevention in the amount of \$813,000. The resources will be used to develop a comprehensive prevention needs assessment system that will assist the state, regions, and local communities in prevention planning and resource allocation. The comprehensive family of studies proposed through this project will provide the Alabama Substance Abuse Services Division (SASD) with the opportunity to enhance its partnerships with regional and local communities, schools, juvenile justice, health and mental health programs.

Office of Contracts & Grants

(334) 242-3969

The Office of Contracts and Grants is responsible for preparing and maintaining the division's annual budget, contracts and financial reports. Also, the office links state and federal resources directly to services provided and furnishes the information to support the block grant requirements. The block grant for the reporting fiscal year was \$22,197,312; for the fiscal year 2001 the block grant is \$22,994,659. The office collects client service data, processes vouchers, and conducts financial

desk audits. Contracts and Grants assists providers with subcontracts, grant applications and financial issues.

Governor's Office of Drug Abuse Policy

(334) 242-3961

The Office of Research, Evaluation and Information is responsible for the automated client admission system, data collection and analysis, the Treatment Access Project (TAP), various needs assessment research studies, literature searches and public awareness.

Office staff also continually contact individual service providers to address issues pertaining to admission systems software, voucher system software, and TAP and ECHO database software.

During FY 99-00 the Alabama Substance Abuse Data Book: State and County Profiles of Substance Abuse Indicators was completed. The work was a collaborative effort between the office and the Auburn University Montgomery Center for Demographic and Cultural Research.

Grant Awards:

- The grant award for FY 98-99 was \$1,358,068 (currently being used to fund FY 00-01 programs).
- The grant award for FY 99-01 is \$1,317,225 (will be used to fund FY 01-02 programs).

Mental Retardation Division

(334) 242-3701

Albert P. Brewer Developmental Center

(251) 621-1425

The Albert P. Brewer Developmental Center is a residential facility in Mobile, Alabama that serves individuals diagnosed with mental retardation. The center, which is spread over 116 acres, opened its doors to residents June 1973. Brewer provides services for approximately 182 residents.

The residents at the center enjoyed a year full of exciting fun-filled events. They experienced the thrill of catching fish at the 2000 Sertoma Family Fishing Rodeo, a relaxing boat ride at the Annual Coast Guard Picnic, competing in the Alabama Special Olympics, and spectacular rides at the Greater Gulf States Fair.

This year residents got a chance to witness the skills and showmanship of some of wrestling's biggest stars, including "The Rock" and Terry "Hulk" Hogan. Residents attended the Mobile Seagulls arena football games. They watched the Texas Christian Horned Frogs take on the East Carolina Pirates in the First Annual Mobile Alabama Bowl, and the Annual High School All-

Star Football Game. Brewer's individuals were regulars at the Mobile Mysticks hockey, the Baybears baseball games, the 2000 Harlem Globetrotters Basketball Magic Show and the U.S. Hot Rod Monster Truck Show.

In addition to the weekly Friday Night Jam and holiday dances put on by the Physical Habilitation Department, residents also partied at the Young Lawyers Association Fun Day, the Knights of Columbus Pre-Mother's Day Party, the Friends of Exceptional Children Fall Festival, the Elks Lodge Christmas Party and the Friends of Exceptional Children Christmas Party.

The Christmas Extravaganza, Mardi Gras Celebration, and Friends of Brewer Picnic are traditions at the facility. These events, as always, were a huge success. At the Christmas Extravaganza driving tour there were beautiful luminaries along the drive, live scenes, cutouts and music. Individuals really enjoyed being a part of the live Santa's Workshop and Bethlehem Village Scenes. The Brewer Choir made their debut at the Extravaganza and did an encore performance at Brewer's annual Christmas party. The Friends of Brewer provided refreshments.

Mardi Gras is a highly anticipated event in Mobile and the

Brewer Center is no exception. The Conde Cavaliers, one of Mobile's oldest organizations, paraded across the campus. Then there was the Mardi Gras Ball. The residents looked stunning in their semi-formal attire. Everything had a little Mardi Gras flavor. The climax of the celebration was the Annual



Mardi Gras Parade. Grand Marshall and facility director, Dr. Levi Harris, led the parade, which included the Baker High School Marching Band, the Azalea Trail Maids, a Coast Guard boat and fire trucks. Once again the Shriners provided clowns and antique cars. Every year each department enters a float in the parade. This year featured themes ranging from "GI Joe" to the popular "Rug Rats" cartoon characters.



The Friends of Brewer Picnic was enjoyed by all. Individuals, families, and staff participated in various activities. The Physical Habilitation Department set up popcorn, ice cream, and snow cone stations. Everyone enjoyed the fresh fish or chicken dinners.

W. D. Partlow Developmental Center

(205) 553-4550

The William D. Partlow Developmental Center (Partlow) in Tuscaloosa has continued to serve as a residential resource center in Region II of Alabama's service delivery system for persons with mental retardation. It provides residential and active treatment services for individuals with severe to profound cognitive and

developmental challenges, as well as specialized treatment services for individuals with the dual diagnoses of mental retardation and mental illness and individuals with mental retardation who have been involuntarily committed by the legal system. The daily average in-house census of the center was approximately 231 persons during 1999-2000.

Program Services

Of particular significance in the Program Services area for 1999-2000 were the efforts to identify and provide activities based on individual preferences. The educational assessment format was revised to better determine consumer-driven training and supports. In addition, employment opportunities were expanded to more individuals.

In addition to providing the major portion of the formal training and habilitation provided at Partlow, Program Services is responsible for

tracking and reporting indicators in several areas, e.g. validation of skill accomplishment, review of active treatment, and restraint usage. Over 900 skills were validated during the 1999-2000 fiscal year.

A total of 559 Review of Active Treatment observations were completed by professional and administrative staff persons during the period. The primary mission of these observations was to support direct contact staff and individuals living at Partlow by identifying strengths and weaknesses in the service delivery system with appropriate follow-up action as needed. Efforts were also initiated at the end of the year to revise the functional analysis component of the behavioral treatment program development process. The goal was to ensure consistency with what are generally considered "best practices" in the area.

The Latham Training Center

The Latham Training Center (including Home 2 program staff) continued to provide functional training to individuals with orthopedic disabilities by utilizing assistive devices and switch technology. The major goal of those training programs was to promote independence in daily functional activities. Individuals participated in the meal preparation initiative twice a month. Individuals also enhanced their expressive communication and choice making skills by using assistive technology devices.

The Latham Training Center

staff continued to emphasize developing task analyses to provide functional training to physically challenged individuals. The task analyses were written according to clients' individualized needs and translated into programmatic training objectives.

Latham Training Center staff also participated in the clients' program validation checks initiative. The director and teachers validated 304 completed training programs.

Staff also supported the initiative of "Project Evening Shift." The primary objective of this project was to ensure the quality and consistency of programs across the shifts. The program staff provided assistance and inservice training to the evening shift employees to implement dining training programs, recreational training programs, and support activities.

The Wallace Training Center

FY 1999-2000 was another very good year for the staff and clients of the Wallace Training Center (WTC). WTC supported all departmental and facility initiatives this year, but was especially successful in encouraging and supporting evening shift programming. Most notably, WTC staff worked a total of 245 hours on the evening shift last year for the purpose of ensuring quality and consistency across shifts. Observations and staff reports indicate that WTC staff was among the most helpful of all departments in participating in this initiative.

An initiative that carried over

from the previous year was to identify and implement daily activities that consumers, as well as employees, find entertaining and enjoyable while integrating training objectives into those activities. This initiative continued in earnest this year, and blends especially well with the person-centered planning movement encouraged by the department.

Of course, the primary mission of WTC is training. Consistent with this mission, WTC clients completed 312 training programs last fiscal year. This represents the fifth straight year that WTC has finished among the top two departments in the facility.

One of our most exciting plans for the coming year involves expanding contract work into WTC. Vocational Services currently has enough work, through its JVC contract, to share with the clients of WTC. Once preparations are finalized, as many as 48 clients will have the opportunity to work part-time at WTC for remuneration.

PT/OT Services

The PT/OT department emphasized staff training, safety, and the physical well-being of the individuals served. Staff provided recommendations to improve posture and positioning, direct services to consumers, and inservice training to staff in other departments on range-of-motion programs and transfer techniques. The PT/OT staff also conducted follow-up monitoring checks to ensure the quality of PT/OT treatments.

The director coordinated the project of completing the side rails assessments and purchasing 35 new electronic high/low beds and floor mats to prevent falls and injuries. The wheelchair technician ordered new comfortable wheelchairs for clients according to their individualized needs. The PT/OT staff also modified wheelchairs and ordered adaptive and orthopedic equipment for clients which improved their posture/positioning, dining skills, daily living skills, and overall well being.

Vocational Services

Vocational Services continued to expand and improve its services in areas such as supported employment programs, modifications and improvements in the Pre-Employment and Contract Industries components, addition of an accessible flower garden and expanded marketing in the Horticulture area, and the development of a habilitation program data base.

Eleven individuals participated in individual Supported Employment placements in areas such as the Wallace Center dining room and the Latham Center dining room. Seven of these were individual placements, while four participated on a work crew.

In the Pre-Employment Area new tape sealers were installed to increase productivity in closing zip lock bags.

Production has continued to improve in the Contract Industries

Area, with the number of JVC hubs processed increasing to approximately 850,000 from 680,000 last year. Eight additional people were also scheduled to work in the saw room for the production of stakes.

The Horticulture Area developed an Accessible Flower Garden so that all consumers who participate in this training area can now have access to the garden. A rotary composting unit was purchased for the recycling of old plant materials into fertile soil amendments. Several residents with more sophisticated motor skills are able to utilize this unit in their training. Efforts to further expand marketing of this work area's products to the surrounding community have been increased, including bi-weekly gardening tips in Partlow's *Vibrations* newsletter and public service announcements in *The Tuscaloosa News*.

The 2000 Awards Program was especially meaningful since it occurred on the 10th anniversary of the **Americans with Disabilities Act**. Several residents were recognized for successfully reaching milestones and achievements in their life.

Residential Services

The consumers living at Partlow continued to reside in 8 residential homes, with home populations ranging from 20 to 37 individuals. The homes continued to be organized into a three-unit structure.

Unit I

Home 2—This home consists of 29 consumers who are mostly over 55 years of age. Many require assistance for ambulation. Approximately one-third of the individuals had sensory impairments. Nine individuals also received treatment for challenging behaviors.

Home 3—This area consisted of 30 individuals with multiple disabilities. All required assistance with ambulation, with 27 using wheelchairs. Twelve individuals had significant sensory impairments.

Home 4—This home served 27 individuals with multiple disabilities only 4 of which could ambulate independently within the home. Nine individuals had significant sensory impairments.

Areas of Success or Improvement: Some staff-consumer ratios were improved to allow more intensive service where needed. Several "HI-LO" beds with side mats were purchased to allow removal of most bedrails.

Unit II

Home 1—This home serves 29 individuals with a wide variety of disabilities. Most of those served were of an older age and used a wheelchair for ambulation.

Home 8—This area served 19 female and 18 male residents. At the end of 1999 the more medically/physically involved individuals were moved to other locations and ambulatory, physically active individuals were moved in. The majority of the remaining

residents continued to have significant behavioral challenges due to aggressive and potentially self-injurious behaviors.

Home 9—Home 9 served 18 males and 12 females. Three individuals required wheelchair assistance for mobility, while 8 had sensory impairments.

Areas of Success or Improvement: Numerous special events and activities were attended by Unit II consumers, including special holiday events in the West Alabama area, sporting events at the University of Alabama, Special Olympics, and numerous daily activities. Several consumers attended a 3-day weekend at Camp ASCAA. "Derby Day," sponsored by this Unit, was, once again, a big success.

Unit III

Home 6—This area served the high-risk male population at Partlow, which included 20 individuals. Most have moderate to mild levels of mental retardation and significant behavioral challenges or a history of legal problems. All were ambulatory and ages ranged from 24-66 years of age.

Home 10—Thirty individuals, 18 male and 12 female, lived in this home. Many were receiving treatment for the dual diagnoses of mental retardation and mental illness and/or intense programming for challenging behaviors.

Areas of Success or Improvement: One individual, Willie B. of Home 6, was named

Partlow's "Worker of the Year" for 2000. Numerous outings and recreational events were attended by the individuals of unit III. Tuscaloosa's "City Fest," Central High Football games, University of Alabama football games, West Alabama State Fair, and the A-Day football game were just a few of the special events attended in addition to frequent trips to the movies, eating out, and various local events. Unit III also hosted the "Rock-a-Hula" Summer event for the entire Partlow campus.

Camp Partlow, located 11 miles from Partlow Center, and an Olympic size pool continued to be administered by the Residential Services department. In addition to usage by Partlow consumers, the camp was shared with numerous community groups such as the Girl Scouts, Focus on Senior Citizens, YMCA, and the Boys and Girls Club of Tuscaloosa County. Partlow's Olympic-sized George Lindsey Aquatic Center provided water activities for Partlow's consumers as well as community groups such as the YMCA, First Baptist Church of Tuscaloosa, and the Tuscaloosa City Schools.

Transportation Services is also a component of Residential Services. During the average month of the year over 200 special transportation runs were required, including laboratory and pharmacy deliveries, consumer physician appointments and hospital trips, and deliveries to local vendors. Transportation support was also provided to a variety of recreational outings for Partlow's residents.

Personnel

The Personnel/Payroll section consisted of five positions to include a Personnel Manager, Personnel Specialist II, Personnel Assistant I, Account Clerk, and an Accounting Assistant II. The facility began the year with a work force of 452 employees and ended the year with 476 employees.

Continuous Quality Improvement

Region II CQI

The Department of Continuous Quality Improvement is focused on assuring that services, supports and opportunities are made available to all consumers within the 24 county area of Region II MR Services, to provide identified supports to meet needs and desires of those served. The interaction between service providers, agencies, staff and consumers is aimed at providing a wide variety of options to meet minimum standards for service delivery and to assure the protection, safety and exercising of the individual rights of each and every consumer.

Community Services CQI

Community Services CQI staff continued to work toward revising minimum standards for community programs throughout the state of Alabama. Other areas of emphasis have involved training in how to include supported employment opportunities within the Medicaid

Waiver.

With the settlement of the Wyatt case, opportunities were opened up to proceed with developing and refining skills in the area of person-centered planning. This planning process will be used for placement of individuals from the developmental centers into community based living arrangements. This planning process has also been used successfully to better serve consumers who already live in the community.

During this fiscal year, an organizational restructuring was initiated by the commissioner, to realign the community CQI staff, effective FY 2000-2001. This will centralize functions and supervision to the central office level. At the same time, efforts have begun to develop coordination between the three divisions of the department in the area of certification of service agencies.

Facility CQI

Facility CQI staff have spent a significant amount of time this fiscal year dealing with Public Health/Title XIX Survey issues and follow-up visits. Issues addressed included: Certification Eligibility Criteria, Infection Control and Privacy.

This year saw a significant improvement in the process for incident management and taking pro-active/corrective actions. Staff worked hard to shorten timelines, identify problem areas before they became significant, and follow

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through with quick, decisive intervention to improve safety and environment.

The systems and processes for review of client falls and injuries have been improved throughout the facility. Staff is more aware of individual patterns for specific clients and is routinely taking corrective actions where the need is identified. Trends and patterns will be analyzed during Fiscal Year 00-01, to determine the effectiveness of this increased awareness.

With the settlement of the Wyatt case, efforts began toward the development of task forces to address the various areas noted within the settlement. CQI is a critical component of the Wyatt settlement and, as such, will begin focusing efforts toward developing reporting/monitoring processes to track required actions for compliance with points of the settlement.

CQI efforts have covered a variety of issues this year, mostly connected with Title XIX Standards and Surveys. Through this process, many systemic areas have been reviewed and refined. Consumers within Region II will continue to receive the best possible services and supports available to them. Their rights will continue to be protected, their safety assured, and their individual needs met.

Planning and Information Services

As calendar year 1999 came to a close, the Planning and Information Systems area completed

the coordination of facility preparations for the "year 2000" changeover. With the continued assistance of departmental representatives on the Y2K committee, and the special efforts of the engineering/maintenance and equipment managers, backup systems for various critical functions were tested and inventories of supplies were increased. A staff callback exercise was completed, and a desktop exercise for dealing with possible Y2K scenarios. There were no significant disruptions in basic services on January 1, 2000, and it was not necessary to implement the facility's "Y2K Contingency Plan."

Several new personal computer systems were acquired during the first portion of FY 1999-2000 to update technology in Partlow's records department. That department had continued to use older software and PC systems that did not allow them to share files with other facility areas. A side benefit of the upgrade is that it will allow migration to newer record keeping technologies in the future.

Information Systems staff and functions were moved to the Tyler Medical Building from the Administration Annex during the early spring of 2000. The department had been located in the Administration Annex since its inception in the 1970s.

J. S. Tarwater

(334) 567-8471

J. S. Tarwater Developmental

center, located in Wetumpka, AL, opened in September 1976 with 16 buildings on 107 acres. In 1984, the Center expanded with 3 cottages and a training building. There are currently 72 (49 males and 23 females) individuals housed in 5 cottages ranging in age from 18 to 67.

Over 50 individuals experienced three days of learning about other cultures when the DMH/MR sponsored Cultural Diversity Training.

Tarwater's Family Fun Day sponsored by the Friends of Tarwater was a huge success. Over 250 family and friends turned out for a fun filled day of arts and crafts, games, music, door prizes, and barbecue. Specially designed T-shirts were worn by many of the attendees.

Football season generated lots of excitement in anticipation of the very popular Tuskegee/Alabama State; Auburn/Alabama pep rally. Individuals were able to cheer for their favorite team with the help of the Alabama State Cheerleaders and their mascot, the Hornet.

Tarwater residents and staff donated over 2,500 food items to the needy families of Wetumpka. This program was initiated by Dr. Ellen Gillespie in an effort to allow the individuals that live at Tarwater the opportunity to be good neighbors.

The Christmas season is an exciting time for the Tarwater family. Several youth groups and church organizations volunteered to wrap gifts, ensuring everyone had lots of packages to open Christmas

morning. Santa Claus even visited with lots of goodies and hugs for everyone. Tarwater's participation in Wetumpka's Christmas on the Coosa celebration has become a tradition. A choral group of clients and staff serenaded downtown visitors with Christmas carols. This year's parade entry boasted "Gifts of Christmas Cheer" complete with gaily-wrapped packages and shiny bows. Several of the "gifts" waved proudly to the cheering spectators. Those riding the float relish hearing their names being called from the crowd, especially when they pass an area affectionately known as "Tarwater Corner."

No one can say Tarwater is short on talent! A campus wide search netted several dancers, traditional singers, musicians, rappers, and stand-up comics. A certificate and a prize of \$10 were awarded to all client participants.

The spring dance continues to be a highly anticipated event. By dressing "casual with an attitude," clients were able to demonstrate how one can be comfortable, look chic, and have a good time. Everyone enjoyed an evening of dancing and had their picture taken by professional photographer, Barry Chrietzberg. Earlier in the month, Mr. Chrietzberg was presented a Certificate of Appreciation by the Tarwater Center. Families are always pleased at how well the photographs turn out and anxiously wait for the next set.

In March, Tarwater celebrated Mental Retardation Month by rebuilding a new entrance sign. The sign was designed, constructed,

painted and landscaped by Tarwater personnel.

Region IV held its fifth annual reunion at Ft. Toulouse. The Region IV staff served grilled hamburgers, potato salad, beans, slaw, chips, and drinks to approximately 625 staff and persons with mental retardation. The United States Army Reserve 926th Engineer Group provided support in the form of tents, tables, chairs, ice chests, and fans. A DJ provided music for dancing. Commissioner Kathy Sawyer presented an Alabama seatbelt safety poster autographed by Governor Siegelman to a Tarwater resident selected to be on the McDonald's poster.

Thirty-seven clients, staff, and family members participated in the American Heart Walk. Over \$1,150 was collected from friends and local merchants in support of the American Heart Association.

Clients got the opportunity to take individual vacations this year. Six clients spent 5 days at camp, 5 clients spent 3 days at the beach, and 3 clients spent time at the Birmingham Zoo, shopping, and eating out. Individuals with limited financial resources received assistance.

Tarwater staff contributed \$10,647 to the Alabama State Employees Combined Charitable Campaign, which is 540% of the DMH/MR fair share. Over \$8,700 was designated for the Friends of Tarwater who support many of Tarwater's quality of life programs.

Lurleen B. Wallace Developmental Center

(256) 355-6810

The State's first regional MR facility, the Lurleen B. Wallace Developmental Center (LBWDC), was built in Decatur and opened to the public on September 1, 1971. The facility provides an intermediate length of stay for individuals who need intensive residential programming and treatment. Continuing the trend toward serving a smaller population, while expanding upon community-based living opportunities, LBWDC began the year on October 1, 1999, with 162 individual residents and ended the fiscal year on September 30, 2000, with 142. During the year there were 26 outplacements and 6 admissions, with no readmissions. Similarly, during the previous fiscal year, there were 41 outplacements and 5 admissions, with only 1 readmission. The large number of outplacements, coupled with the absence of readmissions, indicates the evolving success of the transitional process. Clients are able to leave the facility and find suitable habitation with needed services and supports in community settings. The mission of the Wallace Center, in simplest terms, is to help people learn to care for themselves, exercise personal choice, become economically independent through a job, and to

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have a home in the community.

Residents at LBWDC receive a variety of training to develop the skills needed to live and work in the community successfully. To provide quality training, each staff member receives a complete orientation program before employment begins. Facility advocates engage the staff in "empathy training," where they help staff better understand how clients view their situation, and why they sometimes act in unusual or unexpected ways. Recently, all Psychological Associates received instruction in functional assessments and behavior problems from Gerald Goff, a nationally known behavior analyst.

The Wallace Center, throughout FY 99-00, maintained an active relationship with surrounding communities. The Friends of the Wallace Center organization vigorously pursued fundraising and service projects, and sponsored numerous gala events. In September, the Friends of the Wallace Center Luau sent a big aloha to client's friends and family. Under a beautiful blue sky, the exotic picnic was attended by a large number of local citizens, including State Representative Bill Dukes. The Friends extended their heartfelt thanks for employee's hard work and dedication, by hosting Staff Appreciation Days for the entire Wallace Center staff, including contract personnel. Members of the Friends Organization treated staff to a complete bar-b-que meal with dessert.

Several clients and staff

participated in the Unified Special Olympics Bowling Teams. At the district tournaments, both of the Wallace Center's teams were victorious and finished with first place ribbons. Numerous parties were held including the annual Valentine's Dance. In a very close competition, a king and queen for the new millennium were crowned. Many turned out for the first annual egg hunt. Almost 700 eggs were sought after by excited participants, hoping to find the special prize eggs. Fun, camaraderie, laughter, and heckling the referees (in fun) were the order of the day during the Field Day activities where many vied for 1st, 2nd, and 3rd place trophies.

Volunteers are always an active part of the leisure, recreation, and religious life of Wallace Center residents. Weekly chapel programs are conducted on campus. In addition, various faith groups visit, offer religious training, and assist individuals in attending community church services.

A variety of work options have developed from Wallace Center contracts with local industries. In addition to contracts, work choices are increased by participation in several Wallace Center work crews. Cafeteria crews learn how to bus tables and clean floors. Grounds maintenance crews develop worthwhile horticultural and gardening skills. One client has gained marketable mechanical skills, as he worked alongside maintenance staff in daily repairs.

Well-organized and productive vocational training contributes to

both a reduction in disruptive behaviors, and to a more positive self-image. T. A., a female client with a crafty grin and deep blue eyes, once cleverly remarked, "Everyday I have something to do, I like all the jobs. I make money and go to K-Mart and buy necklaces and clothes. I like a big check." The simple wisdom expressed by her is something we must never forget. We each have a need to feel significant. T. A. understood the value of "something to do." In the final analysis, people with disabilities want the same things that we all do: personal happiness, feelings of accomplishment, respect, providing for one's own needs, having friends and being loved by others. In the familiar words of Booker T. Washington, "I have learned that success is to be measured not so much by the position that one has reached in life, as by the obstacles which he has overcome while trying to succeed."

Region I Community Services

During FY 99-00, the unique association with local providers, MR 310 corporations, family support groups, and community agencies has enabled the successful transition of many clients to more self-sufficient lifestyles. Currently, 843 individuals receive day-program services. In addition, 463 are provided residential living in various types of community-integrated homes. Additionally, a

large number receive workshop and vocational training. Working together with consumers, families and providers, innovative funding strategies and successful service developments have been effected.

A Region I community provider in Cullman has become one of the first in the state to operate an integrated daycare program where both disabled and non-disabled children share a common care-giving environment. On average 41 children receive services daily. An added benefit is that parents who are employed by the program enjoy the convenience of on-site childcare.

Continuing with this fiscally efficient approach to service delivery. Top Quality Industries (T.Q.I.) opened its doors in February 1998, and has been able to provide valuable employment and job training to over 80 MR consumers. Clients are moved to community-based employment as soon as possible. Recently, this provider through generous contributions of labor, time and materials from the local community was able to build a 4000 square foot, \$280,000 group home. Six clients receive full-time residential services, and an additional 4 respite beds are available as needed.

The Opportunity Center, an ARC program in Huntsville, through a series of ADECA grants for equipment, has established a recycling operation that services 52 sites including four city schools, and the Boeing plant in Decatur. The program is self-supporting and provides employment for 12 clients with mental retardation.

In Scottsboro, the Valley Industries' Supported Employment Network won The ARC of Alabama's coveted Alex Ziring Award for innovative service delivery. Fifteen local businesses including: Burger King, Captain D's, Mead Corporation, NCI, and Comm Scope provided employment opportunities. In addition, the local Jackson County ARC conducted an intensive M.R. Awareness Campaign in March including the distribution of 5000 bulletin inserts to local churches for National M.R. Sunday.

Through affiliation with local community colleges, some community providers are establishing on-site adult education programs. Clients are provided additional opportunity to develop their reading and writing skills, and receive instruction in computer-assisted learning.

Region I participates with the Alabama Department of Education and other agencies in administering the Early Intervention program for children up to the age of 3 years old. The benefits of this program include: enhanced development, minimization of permanent disability, reduced educational costs, preventing institutionalization, increased independent living, and strengthening the capacity of families. Through consultation, facilitation, resource development and service acquisition, children are assured a brighter more self-determined future.

The Region I service/support system has also been greatly enhanced by the operation of seven local Individual & Family Support

(IFS) Councils. During FY 99-00, Region I IFS provided 457 individual services to consumers. The top 4 service categories were medical & dental, respite care, specialized medical supplies & equipment, and utilities.

As the new millennium dawned across north Alabama, readers of the February 23rd edition of *The Huntsville Times* were greeted with a front-page article, "Three Lives in the Real World." The large full-color pictures alone told the story. Three individuals that had once resided at the Wallace Center, now living in a group home in Huntsville, were making their way in the "real world." For Richard Brown, Kenneth Campbell and Phillip Parton there was no looking back. Sitting on a park bench at Big Spring Park, there was Kenneth, 48, his Atlanta Braves hat resting askew on his curly gray hair, sporting his customary smile that so many at the Wallace Center fondly remembered. "He is such a happy person," one staff member remarked. Phillip, 24, autistic, legally blind, and unable to speak seemed destined to spend his life in an institution. But the courage of his mother, Jamie, and the dedication of the ARC professionals at the Opportunity Center where Phillip has classes during the day, gave him a second chance. Richard, 27, spent most of his adult life at the Wallace Developmental Center in Decatur. Staff described Richard as always being helpful. During the day, Richard has a part-time job with St. Vincent de Paul thrift store. He travels with his fellow worker

collecting used furniture donated to the store. It is only fitting that the large van he rides around town aptly displays the words, "We Help People." For Richard, full participation in the community in which he lives means giving. His citizenship, like so many of our family, friends and neighbors with a disability, oftentimes, in unexpected ways, raises the quality of life for all of us.

Alabama Council for Developmental Disabilities

(334) 242-3973

The Council receives and administers federal funds to help develop projects across the state enabling individuals with developmental disabilities and their family members to design services and supports, as well as to have access to assistance and opportunities that promote independence and productivity. The objective is the promotion of full integration and inclusion.

The Department of Mental Health and Mental Retardation serves the Disability Council as the designated state agency for fiscal and personnel matters. The council itself consists of members appointed by the governor and representatives are selected from a wide spectrum: state agencies, higher education institutions, not-for-profit organizations and partnerships with which the Council is actively

involved. Consumers and family members also serve.

Consumer and Parent Membership by County

5–Montgomery
2–Morgan
1–Dale
1–Elmore
1–Lamar
1–Macon
1–Mobile
1–Randolph
1–Tuscaloosa

State Agency Council Representation

Alabama Medicaid Agency
Alabama Department of Mental Health and Mental Retardation
Alabama Department of Public Health
Alabama Department of Human Resources
Alabama Department of

Rehabilitation Services
Alabama State Department of Education–Division of Special Education Services
Alabama Department of Senior Services

Higher Education Training Facilities
University of South Alabama
Auburn University

Local Governmental Agency
St. Clair County MR/DD

Non-governmental Agency
Individual and Family Support–Walker County

University Affiliated Programs
University of Alabama
Birmingham–Civitan
International Research Center (CIRC)

State Protection and Advocacy Systems
Alabama Disabilities Advocacy Program (ADAP)

There are currently 27 members on the council including consumers and parents, and representatives from state agencies, higher education institutions, non-profit organizations, a local governmental agency, a non-governmental agency, state protection and advocacy, and the university affiliated program.

Alabama Council for Developmental Disabilities Contracted Activities FY 99-00

The contracts are put under 6 separate priority areas. The priority areas are self-determination, employment, housing, health, education, and community inclusion.

◆ Self-determination

<u>County</u>	<u>Contractors</u>	<u>Agency or Organization/Activity</u>
Colbert	1	Easter Seals of Northwest AL/Partners in Policymaking

Pike	1	Troy Housing Services Corporation/Consumer Involvement Fund
Tuscaloosa	1	Alabama Disabilities Advocacy Program/ADA Symposium
Walker	1	Northwest Alabama Mental Health Board/Individual & Family Support Conference

◆ Employment

<u>County</u>	<u>Contractors</u>	<u>Agency or Organization/Activity</u>
Lee	1	Auburn University/Alabama Transition Initiative
Mobile	1	Mobile Association for Retarded Citizens/Young Adult Activity Program

◆ Housing

<u>County</u>	<u>Contractors</u>	<u>Agency or Organization/Activity</u>
Tuscaloosa	1	University of Alabama/Community Living Initiative

◆ Health

<u>County</u>	<u>Contractors</u>	<u>Agency or Organization/Activity</u>
Jefferson	2	UAB Sparks Clinic/Project HOPE Birmingham Ear Institute/Newborn Screening

◆ Education

<u>County</u>	<u>Contractors</u>	<u>Agency or Organization</u>
Jefferson	1	ARC of Jefferson County/Inclusive Daycare Training
Madison	1	Technology Assistance for Special Consumers/Technology Specialists for Schools
Montgomery	1	Governor's Office on Disability/Enhancing Medicaid Reimbursement to Schools
Tuscaloosa	1	Alabama Disabilities Advocacy Program/Special Education Policy Project

◆ Community Inclusion

<u>County</u>	<u>Contractors</u>	<u>Agency or Organization</u>
Houston	1	Wiregrass Transit Authority/Nite Owl Transportation Project

Project Results

- 30 individuals with developmental disabilities and their families received home-seeker supports through the University of Alabama

Community Living Initiative. This initiative enabled these 30 individuals to have homes of their choice. A total of \$685,957.45 was leveraged for housing through private lenders

and other organizations. The Community Living Initiative also trained 21 rehabilitation professionals in the development of Person-Centered Home Ownership Plans.

- Alabama Transition Initiative created a new self-determination program called the Empowerment Academy. This Academy provided training and facilitated collaboration between consumers & parents in local communities. Through ATI's efforts, there were 1403 professionals, parents, & self-advocates trained at the ATI annual conference, the Empowerment Conference, and other training sessions held statewide. The Alabama Transition Initiative had results of 270 adults with DD having jobs of their choice as a result of training. ATI was able to attain this information through their student tracking system. There were 286 people active in systems advocacy about employment and 1032 people trained in systems advocacy about employment through the ATI conference, the Empowerment conference, the Regional Parent Training Sessions, and the Student Training Sessions. There were 67 persons with DD and their family members that were trained.
- Partners in Policymaking trained 34 persons with DD & family members in systems advocacy

about self-determination. Eleven of the 34 graduates have attained memberships on public & private boards. After completion of the 10th year of the Partners program, Partners held a 10th Anniversary Reunion to help reestablish involvement of graduates in disability issues. There are currently 300 Partner graduates statewide.

- The Birmingham Ear Institute is responsible for leveraging \$34,000 in the area of health care as well as the creation of three new health care programs. The first was the CHIC KIDS program that was implemented to help bring Culture to Hearing Impaired Children (CHIC), the second was an outreach program called Poison Noises which helped to educate children about noises that could damage their hearing and the third program implemented was ENT Angels. This program provides ear, nose, and throat care to homeless women and children. Through the ENT Angels program, 29 doctors are responsible for providing health services for persons with DD and/or persons potentially at risk of developing a disability in the Birmingham area. Through the efforts of this project, 8 people were involved in systems advocacy about health care and 33 family members were trained in systems advocacy about health care.
- Project HOPE is a socio-medical

model using the enhanced medical home approach to promote the prevention of secondary and tertiary effects of developmental disabilities in children. There were 84 children with DD in low-income families receiving healthcare services as a result of this project. There were 687 professionals, self-advocates, & family members in the healthcare field as it relates to the enhanced medical home model. 50 persons were involved in systems advocacy about healthcare and 96 persons were trained in systems advocacy in healthcare. \$25,000 was leveraged as a result of this project.

- The Technical Assistance for Special Consumers project resulted in 13 high school students transitioning from school to community and jobs. 330 people trained in inclusive education under the TASC project and 79 family members of persons with DD were involved in systems advocacy about inclusive education. 352 students have the education and support needed to reach their educational goals, 138 young children transitioned from early intervention and preschool settings to inclusive setting in their local school. TASC leveraged \$65,700 public money for technology and \$20,000 private money for technology. Nine local school improved IEP practices and 72 people facilitated inclusive education.

99 parents received the training to understand their child's educational rights and 540 other persons received education rights training.

- Through the efforts of the Wiregrass Transit Authority more individuals with developmental disabilities have become participating members of their communities. Through this transportation effort, 50 individuals with DD gained access to community opportunities such as shopping, worship, medical appointments, recreation activities and 7 individuals facilitated inclusion and participation.
- A council priority is to educate public policymakers of their various initiatives at both the state and local levels. Through the Council's projects 814 Public Policymakers have been educated about the different initiatives. The Council Executive Summary was distributed to all members of the State Legislature. Through these various projects there have been a total of 400,251 members of the general public that have been reached by council public education, awareness, and media initiatives.

Mental Illness Division

(334) 242-3642

The Division of Mental Illness provides a comprehensive system of outpatient and residential services for adults with serious mental illness and children with severe emotional disorders. In addition to making services available to individual clients in the least restrictive environment possible, the service delivery system provides continuity of service and support for clients and their families.

Keeping with the philosophy of providing care in the least restrictive setting and encouraging self-determination, community integration and inclusion for all individuals with serious mental illnesses and/or emotional disorders, the DMH/MR contracts with 27 community mental health centers across the state. This community provider network and services provided by state residential facilities comprise the department's mental illness service delivery system.

There are ten department-operated residential facilities for individuals with mental illness: Bryce Hospital in Tuscaloosa, Searcy Hospital in Mt. Vernon, North Alabama Regional Hospital in Decatur, and Greil Hospital in Montgomery provide short-term, acute care. Extended psychiatric care is provided at Bryce Hospital for the northern portion of the state

and Searcy Hospital in the south. Three facilities provide specialized services: Mary Starke Harper Center (geriatric psychiatry) and Taylor Hardin Secure Medical Facility (forensic evaluation and treatment) in Tuscaloosa and the Thomasville Mental Health Rehabilitation Center (psychiatric rehabilitation). Residential psychiatric services for adolescents are available at Bryce Hospital. The department also operates three nursing facilities, two in Tuscaloosa and one in Mt. Vernon.

The Division of Mental Illness joined other service divisions in FY 99-00 to prioritize plans to comply with terms of the 2000 Wyatt Settlement Agreement.

In addition to responsibility for oversight of the residential facilities and contracting with a number of providers for community-based services, the Division of Mental Illness houses the Office of Consumer Relations, the Office of Child and Adolescent Services, Continuing Quality Improvement (CQI) and the Bureau of Mental Illness Community Programs.

Office of Consumer Relations

(334) 242-3456

The highlight of each year for the Office of Consumer Relations is the Annual Alabama Recovery

Conference. The 2000 Alabama Recovery Conference was held May 23-25, 2000, at Shocco Springs Conference Center near Talladega. The theme for this year's conference was *The Future is Yours*. Over 750 people attended the conference, most of whom were consumers. A number of family members and professionals also attended. RESPECT Awards were presented on the first day to 20 individuals who are consistently respectful to persons with mental illness. The winners are chosen by current and former recipients of mental health services. This year there were over 130 nominations. The HOPE Award is also presented each year at the conference to an individual who does the most to unify the various stakeholders in the mental illness arena—consumers, family members, the Department of Mental Health, and community mental health centers. The 2000 Hope Award recipient was Roy Willingham of Emelle, Alabama. The RESPECT and HOPE Awards have become very prestigious honors. The consumer conference offers numerous workshops on subjects of interest for individuals with mental illness, along with social activities such as a talent show and dance. The conference has become one of the highlights of the year for many consumers in Alabama and has gained a reputation nationally as the best consumer conference in the country. This year, the conference

had attendees from as far away as Sweden.

The office continues to provide a toll-free telephone line for consumers and family members to call the office. Callers can access information on mental illness, information on support groups, and information on mental health services. The toll-free telephone line serves as the central contact point to the central office for consumers and family members around the state. The line receives numerous calls, ranging from helping consumers access services, providing information on mental illness, assistance in navigating the often complicated mental health system, to providing a willing ear when a consumer or family member just needs someone to talk to.

The office continues to work with over 30 local support groups across the state. The office provides funding to those groups who desire it. The presidents of the support groups make up the Directions Council, which serves as the advisory council to the Office of Consumer Relations. The Directions Council is instrumental in planning the Annual Alabama Recovery Conference. The office also provides assistance to individuals around the state interested in starting new support/self-help groups.

The office also works closely with the Mental Health Consumers of Alabama, the statewide consumer organization, the National Alliance for the Mentally Ill of Alabama, the statewide family organization, and the Visionary Guild, a statewide organization for artists and writers

with mental illness. The office also participated in organizing the Alabama Minority Consumer Task Force, which addresses issues unique to minority consumers around the state.

The office's director continues to provide the consumer perspective training to caregivers, on both a local and national basis, as well as training to consumers on starting and running support groups and recovery. In 2000 the office began participating in the training of law enforcement officials.

The office continued to work closely with consumer run drop-in centers around the state. At the end of the year there were five drop-in centers in operation with two additional drop-in centers approved for funding and in the planning stages.

The office continues to publish its quarterly newsletter, *LISTEN*, which has a circulation of 5,000. *LISTEN* is available free of charge and is distributed to Alabama's consumer support groups, state hospitals, community mental health centers, and group homes.

Mental Illness Facilities

(334) 353-1446

North Alabama Regional Hospital

(256) 353-9433

North Alabama Regional Hospital, located in Decatur,

provides short-term, acute care services for persons in north Alabama. In FY 99-00, the facility employed approximately 136 persons from Morgan and surrounding counties, including Cullman, Lawrence, Limestone, Madison and others. The North Alabama Regional Hospital payrolls have an overall economic impact of \$5.8 million on the region. As of 9/30/00 there were 90 patients on the hospital census, hailing from 16 north Alabama counties. The largest number of patients was from Madison County, followed by Etowah and Cullman counties. The facility is proud of its ongoing relationships with local colleges and universities. Last year, nursing students from four area colleges/universities participated in clinical rotation at the facility, and 160 nursing students received orientation. The facility also participated in career days, receiving resumes from graduating nursing students. Internships were provided for psychology and recreational therapy students, as well.

Operation of the facility seven days a week, 24 hours a day is a complex task. For example, the facility serves 208 meals per day. Last year, the facility spent nearly \$39,000 on laundry services and \$237,000 on medical and dental services. NARH has agreements with four colleges/universities for nursing students' clinical rotations. They are as follows:

- University of Alabama in Huntsville, Huntsville, Alabama
- Wallace State Community

- College, Hanceville, Alabama
- Calhoun Community College, Decatur, Alabama
- Oakwood College, Huntsville, Alabama

One hundred sixty-seven (167) nursing students received orientation by NARH for FY 99-00.

The relationships with the universities/colleges have thus far been very good. Some of the colleges have been very resourceful by providing the nursing staff with CEU training such as Neurological Assessment and NARH has also invited the faculty to attend Traumatic Brain Injury CEU training offered by NARH/Mid-South Medical Equipment.

NARH was invited to attend career day at two of the colleges in FY 99-00 where resumes were received from graduating nursing students with an interest in psychiatric nursing. Internships were also provided for psychology & recreation therapy.

Greil Memorial Psychiatric Hospital (334) 262-0363

Located in Montgomery, Greil Hospital provides acute hospital care for adults with serious mental illness. During FY 99-00, with a capacity of 56 beds, Greil served 481 patients who were admitted from 16 surrounding counties. The ongoing implementation of the hospital/community project continues to yield favorable results,

including reduced lengths of stay and improved continuity of care. Greil Hospital is a JCAHO accredited and HCFA certified facility.

Bryce Hospital (205) 759-0799

Fall 1999 was a busy time for staff and patients at Bryce Hospital in Tuscaloosa, Alabama's oldest and largest psychiatric hospital. The Therapeutic Recreation Department held its Annual Patients' Fall Festival on October 27, 1999; an education coordinator for the Tuscaloosa VA Medical Center presented an inservice on Post-Traumatic Stress Disorder; defendants' experts in the Wyatt case toured Bryce Hospital; and staff at the Alice M. Kidd ICF held a Fall Decoration Contest to promote camaraderie among staff from all disciplines and patients.

The first quarter of 2000 presented additional opportunities for special initiatives. For example, in January Bryce highlighted its Music Therapy Clinical Internship Program, approved by the American Music Therapy Association. This program is one of only three sites in the state of Alabama and represents professional acknowledgment of the outstanding caliber of the Music Therapy program at Bryce.

In March 2000, staff attended Cultural Diversity Training presented by Les Brown; a JCAHO survey was conducted which resulted in positive comments; and staff took action to ensure that

appropriate notifications of regional meetings and the fairness hearing to be conducted by Judge Thompson were posted and distributed.

In June, Mr. David E. Gay, Jr. was appointed Director of Bryce Hospital, when he and James Reddoch traded positions, placing Mr. Reddoch at the Taylor Hardin Secure Medical Facility where his legal background would be such an asset, and Mr. Gay at the facility where he started and advanced in his career in mental health.

In addition, Beverly Bell-Shambley, Ph.D., was appointed as Acting Administrator for S. D. Allen Nursing Facility.

The facility was pleased with its move to add recreational staff on nights and weekends and begin having different activities for patients in the main recreation room and for the ones who could not leave the units.

In August 2000, the Mental Health Board of Trustees held its meeting in the Bryce Hospital mansion. After the meeting, the group toured parts of Bryce Hospital and other MH/MR facilities in Tuscaloosa.

During the last quarter of the fiscal year, Bryce Hospital and the nursing homes implemented the 40 hour work week for all employees and the 12-hour shift for Nursing Service; downsizing efforts continued at Bryce as preparation began for Wyatt implementation; and unit directors were added to the hospital facility management team.

Thomasville Mental Health Rehabilitation Center

(334) 636-5421

FY 99-00 was an exciting time for Thomasville Mental Health Rehabilitation Center, which has become an international model for psychiatric rehabilitation services, beginning with a tour by DMH/MR lead counsel, Courtney Tarver. In November, client family education day was held, with 10 families attending, a utilization management committee was formed and held their first meeting, a clinical resource team was formed to assist the service team with clinical issues presenting a barrier to discharge planning efforts, and an aggressive discharge team was formed to assist clients needing intensive person-centered planning to facilitate in successful community transitioning into chosen environments.

In December, Dr. Henry Mabry, III, state finance director, visited the facility, and was favorably impressed with its operation.

The RSVP Silver Anniversary Dinner was held in December to recognize volunteer efforts.

Operation Santa Claus events were very successful and included a musical festival by the Marengo High School Band, a Christmas parade featuring the facility float with a theme of "Wise Men Still Seek Him," a tree lighting ceremony, and Christmas dinner

and dance.

In January, the facility held its annual legislative luncheon. Other activities during the year included cultural diversity training presented by L. L. Brown, Inc.; career day sponsored by Alabama Southern Community College; hosting of Leadership Clarke County and its Health and Human Services class; participation in the Annual Relay for Life Fundraiser for the American Cancer Society; consumer and staff attendance at the Alabama Consumer Recovery Conference in May; and painting a tropical mural selected by clients in Unit 3 to improve the therapeutic milieu.

The facility was very pleased to obtain a grid score of 95 on its July JCAHO survey.

Mental Illness Awareness Week was celebrated October 1-6, 2000 beginning with a candlelight vigil at the TMHRC Memorial Gardens. Guest speakers were Mayor Sheldon Day and State Representative Thomas Jackson.

Mary Starke Harper Geriatric Center

(205) 759-0900

Fiscal year 1999-2000 was a productive year for the Harper Center. There was a total of 248 admissions to the facility, and a total of 242 patients successfully discharged. Of these discharges, 53 patients returned to live with family, 12 to independent living, 63 to community nursing homes, and 78 to a DMH/MR nursing home. Other

patients were returned to either group homes, foster homes, assisted living facilities, etc.

The median length (LOS) of stay steadily decreased during this year, beginning with a 106.50 LOS, and ending in September 2000 at 86.50. The number of admissions/discharges and median LOS indicate a high level of involvement and dedication by the Harper staff in providing quality care to this special population and a focus on achieving placement in the least restrictive setting, as well as maximizing the patient's contact with family and community.

In November 1999, the Harper Center became a completely restraint free facility, using no "medical immobilizers," to assist with patients who were at risk for falling, had an unsteady gait, engaged in excessive pacing, etc. The safe transition to a restraint-free environment was accomplished by increased vigilance and creativeness on the part of all staff.

In preparation for Y2K, a performance improvement team was formed and many plans were put into place during the month to assure the Harper Center was Y2K prepared. Essential items were purchased to assure patient care would not be interrupted.

During January, the Harper Center experienced a decrease in the number of admissions and an increase in discharges. Unit B was temporarily closed. The patients residing on Unit B were moved to other areas in the hospital. The facility was notified that a JCAHO

survey would be held on March 3, 2000 as a follow-up to the June 1999 JCAHO full survey.

A retirement reception was held

patients in an attempt to reduce certain behavioral challenges; the plan worked, resulting in reduced behavioral incidents.

In June 2000, a new facility director, Mrs. Roxanna Bender, was appointed. The Therapeutic Recreation Department increased patient outings to the community during this month and a voluntary feeding program was

The Harper Center began the 40-hour workweek for direct care staff and piloting 12-hour shifts. The change in hours had an excellent impact on employee morale and staff coverage.

During September, several staff members at the Harper Center made presentations at the 6th Annual Conference, "Comprehensive Long-Term Care Management of the Dementia Patient," at the Bryant Conference Center in Tuscaloosa.

Plans for 2000-2001 include continuing efforts to improve the quality and quantity of treatment

Among the comments received were, "everything was adequate, very impressed"; "excellent job"; "everything was great."

on March 10, 2000 for Kathy Grissom, Facility Director. The reception was well attended and enjoyed by co-workers, community agency personnel, friends, and family.

During the spring of 2000, a family satisfaction survey was completed that provided excellent

feedback to staff regarding the program's strengths and weaknesses; A spring cookout was held for patients and staff. In May, Nurses Week and Housekeeping Appreciation activities were held.

Always alert for ways to improve services, the management council decided to relocate groups of

implemented. In July, the

"We the family would like to thank all of the doctors and staff that took care of our father during his brief illness at your hospital." — Family

member of Harper Center patient

"Thank you so much for the excellent care my father received. May God bless each of you"

—Daughter of Harper Center patient

Therapeutic Recreation Department welcomed a group of recreation therapists from Taylor Hardin staff to evaluate and improve the present

Recreation Department, in order to meet JCAHO standards. Harper Center staff attended a workgroup meeting of the National Association of State Mental Health Program Directors (NASMHPD) in Portland, Oregon, related to seclusion and restraint issues, and the facility's approach to becoming restraint free.

services provided to the geriatric, psychiatric patients, and working toward increasing the center's recognition in the community. Activities are also planned to improve the work environment and employee relations.

"Mother considered Harper to be her home and the staff members her family."

—Daughter of Harper Center patient

Taylor Hardin Secure Medical Facility

(205) 556-7060

Taylor Hardin Secure Medical Facility (THSMF) experienced a good year as it continued to provide high quality forensic services to patients committed by the criminal courts across the state of Alabama. As the only maximum security forensic facility operated by the Department of Mental Health and Mental Retardation, THSMF provides inpatient evaluation and treatment services pursuant to court orders issued in criminal cases. Regional evaluation programs under the supervision of THSMF staff also provide forensic competency evaluations within the community.

During fiscal year 1999-2000, THSMF had an average daily census of 106 patients. There were 166 patients admitted, and 170 patients were discharged or transferred. THSMF continued efforts to keep its waiting list to a minimum and to promptly serve patients committed to the care and custody of the state's only forensic facility.

THSMF upgraded its security system in December 1999, by installing new electronic surveillance/videotaping equipment, and now has state-of-the-art capability to maintain a safe and secure environment. In June 2000, a new facility director, Jim Reddoch, was appointed after having served

eight years as director of Bryce Hospital. Mr. Reddoch is also an Assistant Attorney General and is therefore able to assist THSMF with legal issues and interactions with the criminal court judges and district attorneys.

THSMF had no accreditation/certification surveys during this fiscal year, but continued to meet standards necessary to maintain its existing accreditation by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and its certification as an approved Medicare provider. THSMF also showed exemplary performance in its effort to minimize the use of seclusion and restraints as interventions in cases of psychiatric emergency situations. In fact, the facility achieved a level of almost no use of these interventions, primarily as a result of excellent staff training and a commitment to avoiding these responses to behavior problems. Probably no other psychiatric hospital in the nation, forensic or otherwise, can compare with THSMF's performance in the area of seclusion/restraint reduction.

THSMF is proud of the unique role it plays within the DMR/MR system and will continue to implement initiatives and programs to enhance the progressive image THSMF enjoys among forensic psychiatric facilities throughout the nation.

Searcy Hospital

(334) 829-9411

The most significant change for Searcy Hospital for this fiscal year was the relocation of the Admissions Unit from Daphne to Mt. Vernon. Planning for this occurred over multiple months with the move being accomplished on September 26, 2000. The patients located at the Daphne Admissions Unit ate breakfast in Daphne and lunch in Mt. Vernon with minimal disruption to their routine.

A number of other changes that occurred to enable the relocation of the Admissions Unit to Mt. Vernon included moving the Patient Educational Services and Patient Library to the Moorer Recreation Center.

The Claudette Box Nursing Facility had several surveys during this fiscal year, beginning with a re-visit survey in November 1999 and January 2000. Notification was received in February 2000 that the Claudette Box Nursing Facility was in substantial compliance with the participation requirements effective January 14, 2000. A "for-cause" survey was conducted on the Claudette Box Nursing Facility in August 2000, focusing on investigations and reporting allegations of abuse and neglect. No citations were received from this survey.

Searcy Hospital participated in the notification of patients and families as required pertaining to the Wyatt settlement agreement.

Copies of the agreement were posted for review by patients and visitors.

Searcy Hospital and the Claudette Box Nursing Facility implemented the 40-hour workweek for all employees and 12-hour shifts for nursing service employees. Approximately 90% of the nursing service employees are on the 12-hour shifts.

The Searcy Hospital Rehabilitative Services and Psychological Services departments implemented a pilot program entitled "Healthy Lifestyles." This eight-week program involved staff and patients from Unit One and the Pouncey Building in such classes as nutrition and exercise.

Searcy Hospital appointed a mental health worker representative to the Hospital Executive Committee, the hospital's management team. Representatives from the Alabama State Employees Association and the Local Union were also invited to attend and participate in the Hospital Executive Committee meetings to enhance communication between management and employees.

The Staff Development department implemented a "training fair" approach for required annual training. Staff is able to utilize written and visual aids to study the material and take the tests for competency. Assistance can be provided by Staff Development staff, if needed. This format has been well received by staff.

Various training opportunities have been provided for staff throughout the year. Lester Brown

presented four sessions of Cultural Diversity Training in February 2000. Joe Drop, DMH/MR Substance Abuse Division, presented a program in February concerning substance abuse resources in the community under the auspices of the department and how to access these resources. The Social Work, Psychology and Nursing Service departments presented programs in recognition of their departments. This offered opportunities for facility staff and community participants to expand their knowledge base and obtain required continuing education credits.

Searcy Hospital has focused on reducing the utilization of psychiatric seclusion and psychiatric restraints for the last several years and is seeing results of their efforts. Memoranda have been circulated to staff recognizing their efforts in reduction of the use of psychiatric seclusions and restraints as well as recognizing improved documentation.

Mental Illness Community Programs

(334) 242-3200

FY 2000 was a year of many accomplishments for the Office of Community Programs and the publicly supported community service providers across the state. Everyone shared in the celebration

of the Wyatt settlement, and numerous representatives of community providers were present in all of the Wyatt planning committees, working diligently to prepare an implementation plan for the court's consideration.

A number of infrastructure changes were made in FY00 that provided a stronger framework for implementation of the Wyatt plan. The certification standards were revised to update the requirements of three levels of day treatment and to make them more consistent with Medicare rules and the concept of "recovery" for consumers. A number of revisions were made to clarify existing rules. The Child and Adolescent Task Force prepared a policy relative to seclusion and restraint for child and adolescent programs that was approved by the Management Steering Committee. This policy will be incorporated into certification standards, as well as updated seclusion and restraint standards for adult programs.

The State Medicaid Agency also adopted revisions to make coverage of rehabilitation option services consistent with the revised standards. Additionally, preliminary work was done to support rate increases for certain services and the addition of Assertive Community Treatment teams. This service addition culminates many months of work by consumers, families, and providers to recognize this critical service element in the covered array of services. The cooperative relationship with the State Medicaid Agency has contributed significantly

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to the ability of community agencies to provide services envisioned by the Wyatt plan.

The funding available under the Mental Health Services Block Grant increased for the first time in many years. Consistent with the recommendations of the Mental Illness Planning Council, the funds were devoted to assisting in the census reduction efforts of community providers, public education activities, and family and consumer education/support activities.

Child and adolescent services were expanded through the addition of a program in Birmingham to serve "gap kids."

The long-standing census reduction project continued to successfully achieve the goal of reducing the census in state psychiatric facilities. Since the initiation of the project in FY94, community providers in collaboration with state psychiatric facility staff have achieved a reduction of average daily census greater than 500. The average reduction for FY00 was 529.9 from the baseline established in 1993. Community residential programs continued to have an average occupancy of 96%.

Office of Performance Improvement

(334) 353-1445

In October of 1999, two performance improvement

committees existed within the MI Division. One committee was responsible for inpatient performance improvement activities and the other for community programs performance improvement activities. As part of ongoing efforts to implement the provisions of the recent Wyatt settlement, a workgroup was appointed by the commissioner to make recommendations regarding the MI Division's Performance Improvement System. Specifically the workgroup was asked to accomplish the following:

- Ensure that the MI Performance Improvement Systems include consumer-oriented and person-centered outcome standards
- Establish methodology for monitoring community provider (as well as inpatient) compliance with **required CQI components**
- Develop a methodology to provide meaningful opportunity for input on operation and improvement of the MI CQI systems from consumers, family members, providers, consumer groups, advocacy organizations, and advocates.

The workgroup consisted of all pertinent stakeholders including representatives from the following groups:

- Mental Health Consumers of Alabama
- NAMI Alabama
- Council of Community Mental

Health Boards

- Private Provider
- Family members of current/recently discharged consumers from inpatient facilities (patrons groups)
- State Mental Health Association
- ADAP (Alabama Disabilities Advocacy Program)
- DMI (Central Office PI Staff)
- Internal Advocacy

The workgroup developed the following strategy to accomplish its tasks:

1. Developed a current inventory of all current CQI/data collection activities.
2. Reviewed what other state systems were doing regarding performance improvement (including the MHSIP Report Card).
3. Identified key indicators that must be collected and reported per the Wyatt settlement.
4. Identified other key indicators that it will recommend be collected and reported throughout the MI Division system.
5. Key factors for selection (recommendation) of indicators (outside of the mandatory items) included an emphasis on the following characteristics:
 - focus on outcome measures
 - ability to benchmark performance with other similar providers within and outside of the state system.

- relationship to the MI Division's (and department's) strategic goals.
 - consumer/family input regarding priorities.
 - emphasis on joint inpatient and community provider indicators regarding continuum of care outcomes/issues.
6. Recommended that one combined inpatient and

community performance improvement committee be appointed. The membership of this new combined committee was changed to increase the number of consumer and family stakeholder participants and to add community provider representatives.

The recommendations of the Wyatt CQI workgroup were approved and implementation of

various parts of the plan began during the summer of 2000. In September of 2000, the appointment process for the new combined PI Committee was initiated.

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Below is a letter from a client of Thomasville concerning the Consumer Conference:

The News of the 2000 Alabama Recovery Conference/Respect Awards at Shocco Springs in Talladega, AL

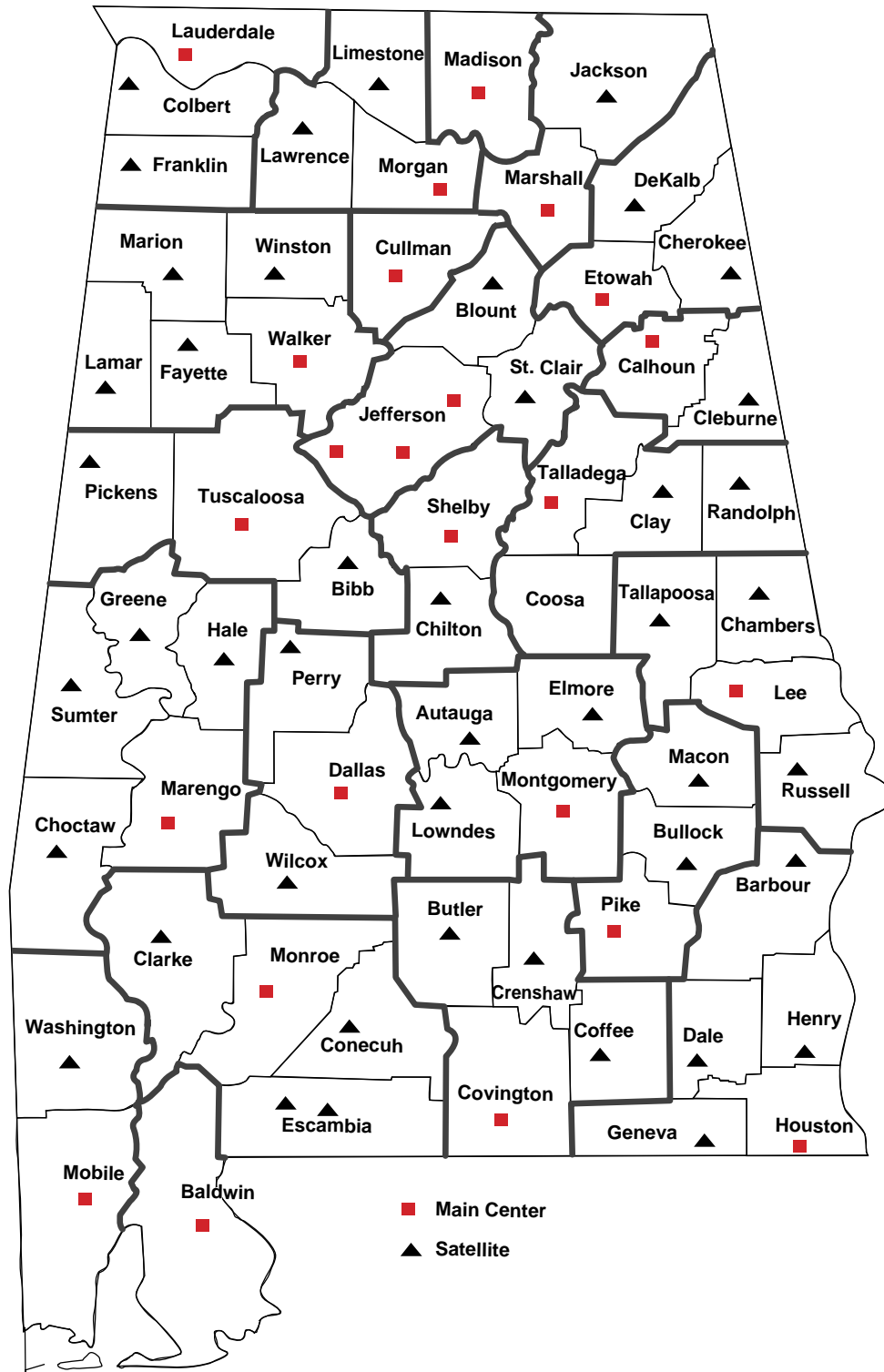
Submitted by Michael Kennedy

Hello, my name is Michael Kennedy and I have a little news about Shocco Springs Recovery conference I'd like to share with you all. Well, I and some other clients were invited to go to the conference and it was our first time going and we really enjoyed ourselves. Well, Ms. Grace Sams and Ms. Gwen Martin took us to the conference and we had a great time going up there, after we got to Talladega we stopped and went to a Chinese Restaurant and we had the buffet, man the food was very good and we could eat all we wanted to and we pigged out, then we went on to the conference. When we got checked in, we took a small tour of the place. Then they gave the RESPECT Awards out to the people that were awarded, after the awards were given out, we went to the Bagley Center and sat around and talked to some of the people there, and then we had a refreshment break and then it was time to serve dinner. After dinner was served we went to the chapel and saw the talent show. The talent show was very outstanding. I was so surprised of the talent in some of these consumers. A lot of us got a chance to meet Ms. Kathy

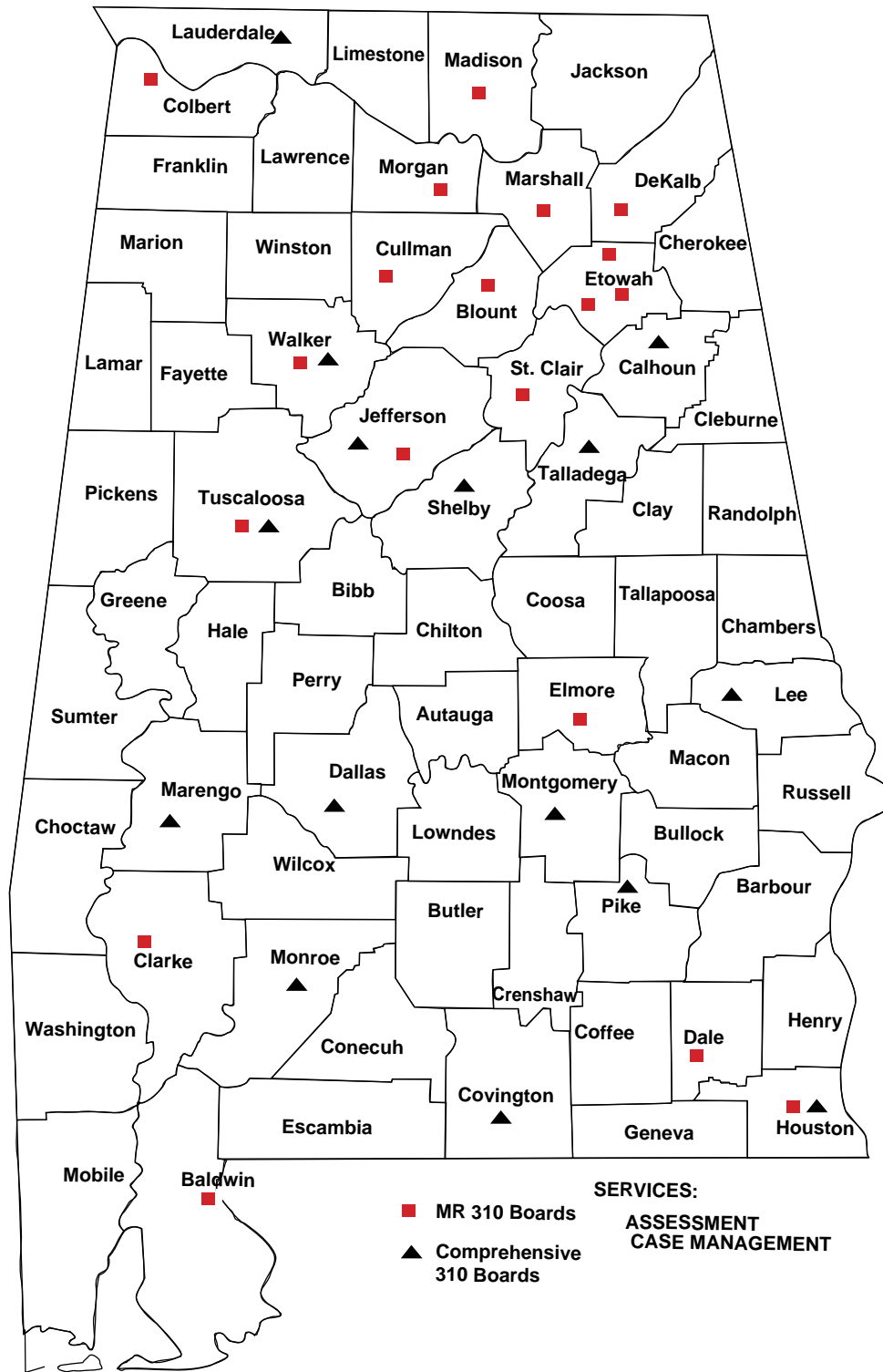
Sawyer the Commissioner for Mental Health. She made a very good speech about the Mental Health and Retardation. She said that there is a new train in the mental health program and it is rolling and also a new day in Alabama. We got a chance to meet some of the clients that were here at Thomasville Mental Health Rehabilitation Center. I and Michael Harris, Floyd Hampton and Brenda Sartain were very happy to be able to go to the conference. We would like to thank God first of all to be able to have made the trip. And we would like to thank Ms. Beatrice McLean and Ms. Grace Sams and Ms. Gwen Martin for taking the time out for us, we had a time of our lives. A client that was a consumer here by the name of Joyce, she sang a song, and the name of it was, The Greatest Love of All. Another client that used to be here by the name of Joel sang a song named, I was born by the river in a little tent, and he did a very good job of singing it. And there was a young lady there who sang Look at My Face. I felt so good when she sang that song. It felt like something just touched me. We also met an old client named

Stephanie, she has a million-dollar smile on her face, I would like to see that in more people that have a mental illness problem. Myself, I try to keep a smile on my face at all times you know you have to smile sometimes to keep from crying. It would be very nice to take some of the clients to the conference every year if there is any possible way. Anything is possible through Jesus Christ.

COMMUNITY MENTAL HEALTH CENTERS



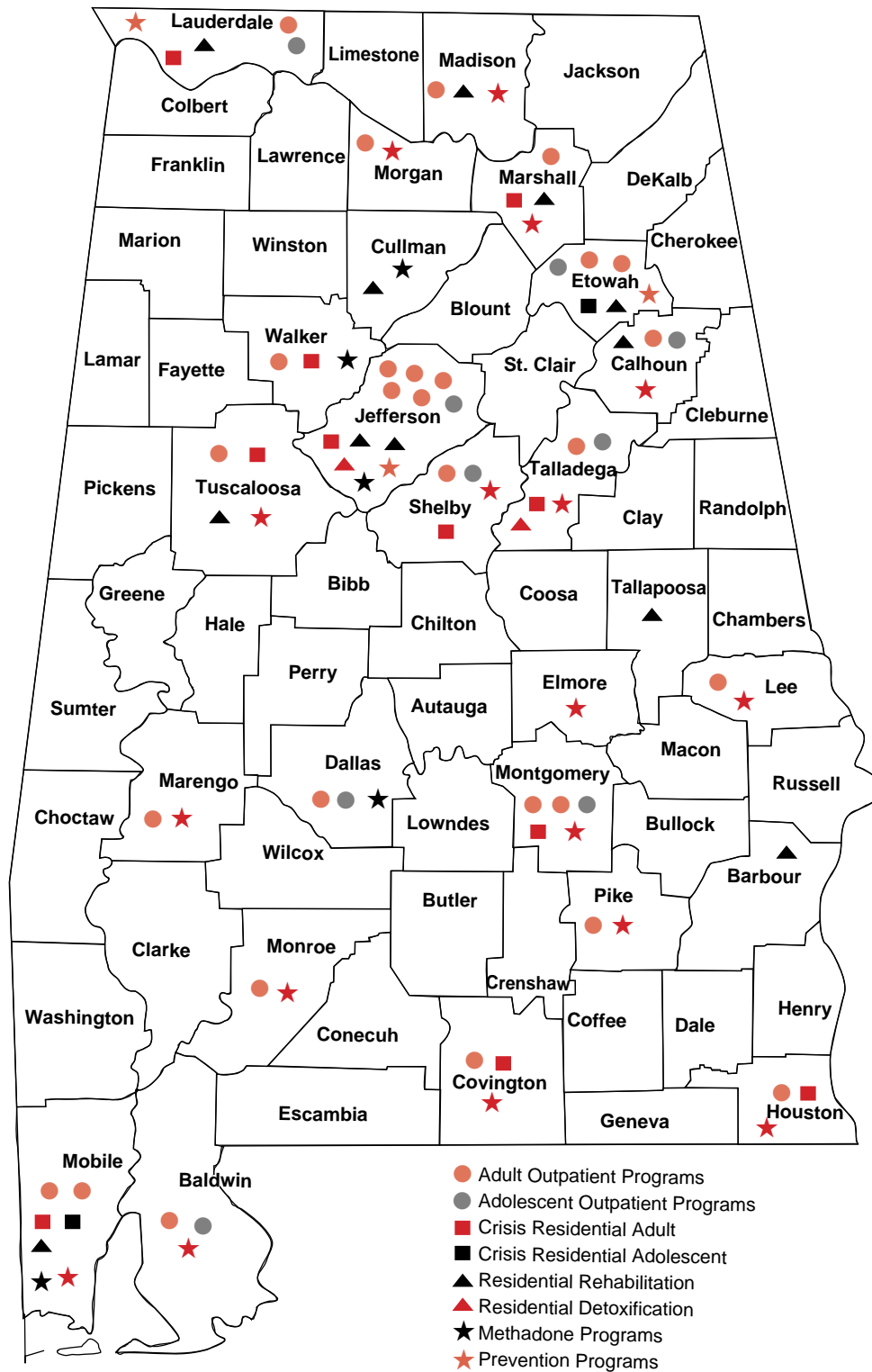
COMMUNITY COMPREHENSIVE & MR 310 BOARDS



DMH/MR FACILITIES



PUBLIC SUBSTANCE ABUSE TREATMENT AND PREVENTION PROGRAMS FUNDED THROUGH THE DMH/MR



NOTES

NOTES



TERRY McPHERSON

Terry McPherson is a forty year old man with Mental Retardation. He lives with his mother in Mobile, AL.

Terry participates in Expressive Art classes at the Fred Delchamps Center, a division of Mobile Association for Retarded Citizens. Terry has attended MARC since 1994.

Terry has been introduced to a variety of media including paper mache, water color, ink, and collage. 'The Ox' is an original Oriental brush painting, *sumi-e* style. The piece was featured in the 1999 Ciba Specialty Chemicals Additives calendar, distributed internationally.